This template is designed for organizations to customize and use as a document or as website text. Instructions: 1. Review the text to make sure it is consistent with your offerings and practices. 2. Insert your logo and contact information on page two. 3. Print to a PDF. 4. Delete this text box. Questions? [Info@x4health.com](mailto:Info@x4health.com)

TELEMEDICINE 101 **for Patients and Family Caregivers**

**What is telemedicine?**

* Telemedicine is a way to get health care from us by phone, mobile app, or online video without going to a physical place, when your doctor or other health care provider thinks it is appropriate.
* Telemedicine is sometimes called telehealth or virtual care.

**What do I need to get telemedicine care?**

* Telemedicine can be done by telephone or by video, or both.
* For video visits, you will need a stable internet connection.
* We will give you an app, website link or phone number to call to start your appointment.
* You can use a computer, tablet or smartphone to connect with your health care provider for video.
* We may also provide you with equipment to use at home to help you manage chronic conditions such as Asthma, Congestive Heart Failure, COPD, Diabetes.

**Why do patients like telemedicine?**

* Telemedicine reduces the risk of COVID-19 transmission and is thus more important than ever. It allows patients to get expert medical care without leaving their home. It keeps care providers and other patients safe, too.
* Telemedicine is convenient. It lets you connect with care providers when you need to from your home or wherever you are.
* Telemedicine means no driving and no waiting in the waiting room. You don’t even have to get out of your pajamas if you don’t want to!

**Why is my health care provider using telemedicine now?**

* COVID-19, also known as the coronavirus, is a very contagious virus.
* Telemedicine helps patients get care while staying home and keeping themselves safe.

**How will my health care provider use telemedicine?**

* In general, we can:
* Diagnose health issues such as a rash
* Discuss medicines with you and give you prescriptions
* Review diagnostic results and consultations with other healthcare providers
* Help you manage your health conditions such as high blood pressure
* Answer your medical questions, including about COVID-19

**When can I use telemedicine?**

* Ask us about what we can treat and what to do in the case of life-threatening emergencies.
* In general, telemedicine may be used with many health care issues including:
* Allergies, Asthmas and Sinus issues
* Arthritis pain
* Colds, Bronchitis and Flu
* Diarrhea
* Infections and Insect Bites
* “Pink Eye” and rashes
* Sore Throats
* Sprains & Strains
* Bladder Infections and UTIs
* Sports Injuries
* Vomiting
* Anxiety
* Depression

**How much do telemedicine visits cost?**

* Most insurance plans include some coverage for telemedicine visits, including Medicaid and Medicare. Ask your insurance company if there is a copay.
* We can also give you more information about your specific insurance coverage.

*Insert:*

*Organization Name*

*Contact person name*

*Contact phone, email*

*Organization Logo.*