

## Telehealth Frequently Asked Questions:

### What does “Telehealth” mean?

Telehealth describes a way to deliver and get healthcare using telecommunications technology (phone, computer, tablet). When you hear that your Provider is offering a “Telehealth visit,” it means you can now face-to-face video chat with your doctor on-line!



### Is my privacy safe?

PCHC uses private Zoom meetings to conduct the Telehealth visits. PCHC has ensured all of the privacy settings are properly in place and as an added safety measure, PCHC controls who is admitted to each visit.



### What equipment do I need to do a Telehealth visit?

At minimum, you will need a computer, tablet or mobile device with an integrated camera and microphone.

### Will it work with Wi-Fi?

Yes! – As long as you have at least 1.5 mbps. Wi-Fi Speeds checks can be done by typing Wi-Fi speed check into Google or other search engine and running the speed check.

### What should I do if I have a technical issue?

You would contact your providers’ office, and staff will assist you with any issues.

### What kinds of appointments are appropriate for telehealth visits?

PCHC’s mission is provide comprehensive, integrated primary health care services for all. Due to the COVID-19 emergency, many of our patients are unable to be seen in person. To ensure the safety of our patients and staff, any patient that is unable to be seen in person should be offered Telehealth services, unless the visit requires a hands-on, physical exam or procedure.

### How can the doctor diagnose me without actually doing a physical exam?

Your provider actually does not need to do a physical exam to diagnose and treat many conditions. That’s because knowing your medical history is considered “90% of the evaluation” when combined with the provider-patient interaction. How you’re feeling can be just as important to your provider as the results of a physical exam. Plus, being able to see you gives your provider the additional visual information needed to make a diagnosis.





## **Can I get a prescription filled from the visit?**

Yes! As long as your diagnosis doesn't require further in-person examination, your provider can simply electronically prescribe your medication and send it directly to the pharmacy of your choice.

## **Will I be seeing my own provider or someone I don't know?**

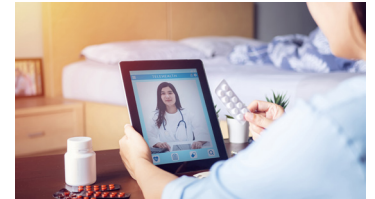
You will see your provider or a provider on the team if it is a scheduled visit

## **Is the quality of care the same as an in-person visit?**

The quality of Telehealth as a method of healthcare delivery is confirmed by decades of research and demonstrations. Telehealth has been found to be a safe, cost-effective and convenient way to provide healthcare services.

## **How hard is it to see my doctor with Telehealth?**

If a patient can navigate a search engine or use a phone app, Telehealth is a tool they can use. To have a face to face video conference with a provider, the patient needs a good Internet connection and a computer, tablet or phone with a built-in microphone and camera. Telehealth software is very easy to navigate for patients of all ages.



## **What if I lose my meeting ID?**

If you lose your meeting ID please contact Seaport Community Health Center at (207) 338-6900 and a member of the staff will be able to give you that information.