



## We are here to help – and here when you need us

PCHC offers Telehealth options for you and your family. In these days of COVID-19 concerns, and the need for social distancing, Telehealth provides an alternative tool allowing you to remain safe at home, while still receiving the care you need!

Using video conferencing through Zoom and other safe computer applications, and also over the phone, we can consult with and care for your family, even if you don't come to the office. Virtual visits are easy, and work just like face-to-face visits with your provider! They can be done from any tablet, phone, laptop or computer as long as the device has a camera and microphone. You can see and hear your provider and they can see and hear you. You can talk about your symptoms, get a prescription or a diagnosis just as if you were at the office.

Simply contact us at (207)404-8100 to schedule your virtual appointment today!

### Is Telehealth covered by insurers?

More and more insurers are allowing Telehealth options to limit community exposure to COVID-19. If you have questions about whether your insurance will cover Telehealth for an upcoming visit, please call your insurance provider.

### Patient privacy and Telehealth:

PCHC software that is HIPAA compliant to ensure that your privacy is safe. PCHC has added an extra layer of security by using a virtual waiting room – your provider controls who is invited!

Telehealth assures that even though you aren't in the office, we can make your health a priority!

### Please remember:

- If you feel unwell, if you think you have COVID-19, or if you may have been exposed to someone who does, you should stay home, rest, and drink plenty of clear fluids. Keep track of your symptoms. If they persist or worsen call PCHC's phone line, (207) 404-8100. We have a nurse triage process to provide further instructions!
- Testing criteria has changed. At this time COVID-19 tests are only administered to people in hospitals, healthcare workers and first responders, or in group living situations including skilled nursing facilities. If these criteria change, we will let you know.
- Please call ahead before visiting one of our practices, all of our facilities have restricted visitors at this time to help keep our patients and staff healthy.
- Our PCHC Pharmacies have also increased options for mail-order prescriptions and curbside services in some locations. If you have any questions, don't hesitate to call.