COVID-19
Telehealth Information

What is Telehealth?

Telehealth is the use of technology for health care appointments and services. It allows you to "see" your doctor without having to go to the doctor's office. You can use telehealth to receive many services such as physical therapy, counseling or diabetes care. It is a Medicaid covered benefit.
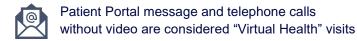
Telehealth is an important way to stay healthy

- Telehealth is a great way to take care of your health without having to leave your home
- Using telehealth instead of traveling to your doctor's office can help protect you and others from COVID-19
- Some doctor's offices may not be open for in-person visits, but your doctor may meet with you using telehealth

WAYS TO USE VIRTUAL AND TELEHEALTH

Mobile apps, such as MD Live, FaceTime, WhatsApp video chat, and Skype

Video conferencing platforms such as Zoom or WebEx

Patient Portal message and telephone calls without video are considered "Virtual Health" visits

HOW DO I ASK FOR A TELEHEALTH APPOINTMENT?

1. Call your doctor and ask if you can use telehealth for your appointment

2. Your doctor will talk about the best way to use telehealth for your appointment

WHAT KIND OF APPOINTMENTS CAN I HAVE USING TELEHEALTH?

Conversations with your doctor about your chronic health care, diagnosis and treatment of new illnesses and other medical care

Physical, Speech and Occupational Therapy, mental health and some developmental disability services

Eyeglasses, contact lenses and hearing aid services

WHAT IF I DON'T HAVE A SMARTPHONE OR INTERNET ACCESS?

Call your doctor and discuss options for your appointments. If you have to borrow someone's phone, make sure to sanitize the phone before and after use. Some offices offer "drive up" care where the staff will let you use a device from the comfort and safety of your car.

HOW MUCH DATA WILL THIS USE?

Some face-to-face video chats can use a lot of data. Using Wi-Fi can reduce the amount of cell phone data you use. If you have a limited amount of data, call your doctor's office and discuss your options. There may be options that don't use as much data, such as a phone call or sharing pictures and text, though this care is not as ideal as video chatting. You can also contact your phone carrier if you have questions on your data limits.

WHAT IF I MIGHT HAVE COVID-19?

- Stay at home, and call your doctor or call the COVID-19 Triage Plus helpline at 1-877-490-6642 for advice
- Keep yourself away from your family if you have COVID-19 symptoms (fever, cough, shortness of breath)
- Call 911 if you are experiencing life threatening illness or if you have severe symptoms such as difficulty breathing, chest pain or pressure, blue lips or confusion

DO I HAVE TO USE TELEHEALTH TO SEE A DOCTOR?

If it is an emergency, you should go to the emergency department. While some doctors are still seeing patients in-person, you lower your risk of COVID-19 by using telehealth for non-emergency care. Always call your doctor before going to their office if you are sick.