



Telehealth Appointment Guidelines – COVID-19

Due to COVID-19, Telehealth has become a crucial part of healthcare management.

PREPARING FOR YOUR TELEHEALTH APPOINTMENT

- Make sure you are in a private environment
 - If you are driving during your Telehealth Appointment – we will need to cancel and reschedule your appointment
 - You may use headphones to increase your privacy
- Make sure your camera is stationary and can be moved or focused to an area of interest, if necessary
 - If you are not using a computer webcam, put your device on a stand
- Make sure you are in a quiet and well-lit room
 - We need to see and hear you!
- If you want to have someone with you during your Telehealth Appointment, make sure they are ready and with you at the time of your appointment
- Send us a Portal Message with prepared questions and talking points before your appointment
- Have all your medications physically with you, in case any medication questions come up during your appointment

WHAT TO EXPECT

- Appointment times may not always be exact – We appreciate your patience and understanding as we navigate the “new normal” of Telehealth
 - If your appointment is running late, please text us at (410) 322-0555 letting us know you are ready for Telehealth
- A nurse or medical staff will reach out to you before the physician, to begin your appointment
 - Please provide essential information when asked by the nurse or medical staff before the physician takes the call
 - This will ensure a smooth and structured interaction
- Expect to receive any documents discussed during your encounter through your Patient Portal or MedTunnel (lab/radiology orders, referrals, reports, etc)