

## Telehealth Scheduling Instructions

### What is a telehealth visit?

- Uses videoconferencing technology to connect patient and provider to improve a patient's health status in the same manner as an in-person visit.
- Patient can be seen in the comfort of their own home or in another location authorized by the third party payer – no drive time or waiting time
- You will talk with and be evaluated by a <insert facility name> medical professional just as if you were seen face to face in one of our facilities.

### Terms and Conditions:

Please read the indicated terms and conditions. You must agree to the terms and conditions before scheduling your telehealth appointment.

Is a telehealth visit RIGHT for you? Telehealth visits are NOT for medical emergencies. If you have chest pain, abdominal pain, or a diabetic, psychiatric or other medical emergency, call 911 now.

We are not able to prescribe controlled substances such as narcotics with a telehealth visit. Please contact your doctor for these kinds of prescriptions.

Can you answer "Yes" to the following questions?

- Do you have one of the following conditions: <list all that apply such as: allergic reaction, altitude sickness, cough, cold/flu, diarrhea, minor trauma, pink eye, sinus infection, sore throat, rash, urinary tract infection, vomiting and other general illness issue>
- Do you have a computer with Internet connectivity, a webcam and audio, or mobile device with video sharing abilities and Internet connectivity?
- Is the computer/device located or able to be located in a private area? The telehealth appointment must be conducted in an area free from interruptions and where others cannot hear.
- Are you physically located in the state of Wyoming?
- Do you have a valid credit card?
- Are you over the age of 18?

I consent that I meet all the terms and conditions listed above

\_\_\_\_\_  
Signature of patient (or guardian)

\_\_\_\_\_  
Date

### Types of illnesses treated during a telehealth visit:

<List the types of illness your facility is willing to treat using telehealth, may include some, all of the following or additional conditions>

- Allergic reaction
- Altitude sickness
- Cold/flu
- Cough
- Diarrhea
- Minor trauma
- Pink eye
- Sinus infection
- Sore throat
- Rash
- Urinary tract infection
- Vomiting
- Other general illness issues

### How to schedule a telehealth visit:

- Call (307) XXX-XXXX to speak with the telehealth appointment scheduler
- You will be asked:
  - To consent to the terms/conditions on the previous page by reading, signing, dating and returning page one.
  - To sign and return the Telehealth Consent Form.
  - To provide credit card payment information. This is for co-pays and other payments not covered by insurance. You will NOT be billed until after your doctor visit has been completed.
  - To discuss your general health information, including the reason for your visit. This may involve filling out and emailing or faxing a medical history, questionnaire, etc.
  - Provide an email address where you can receive information pertinent to your appointment
- If you meet the terms and conditions, you will be sent information on when and how to connect to the provider using videoconferencing technology.

### How to connect to the medical provider:

- Check your email and note the date and time of your scheduled telehealth appointment.
- At least 5 minutes before your scheduled appointment, when you are in a private area free from interruption, click on the link provided in the email e.g. <https://zoom.us/j/94886xxxx>
- Follow the directions on your screen to be connected. If the medical office has not yet joined, you may be prompted to wait until they join the meeting.
- The <insert facility name> staff member will ensure your computer/device is set-up correctly and ready for your telehealth visit. If you have any questions about your telehealth visit, this is a good time to ask!
- The <insert facility name> staff member will verify your identification. When asked to do so, hold your driver's license or other form of government issued photo identification close to the camera until verification is complete.
- The <insert facility name> staff member will ask you to verify you are physically located in a private area and in the state of Wyoming (or a state where your provider is licensed).
- The provider will then join the virtual exam room for your telehealth visit. At this time you can discuss your health concerns with your provider.