



CHILDREN'S MEDICAL CENTER IS HAPPY TO INTRODUCE OUR NEW TELEMEDICINE PROGRAM!!

Introduction:

Telemedicine involves the use of electronic communication, where appointments are conducted through videoconferencing using secure, real time video and sound software, to connect with your doctor. A telemedicine appointment is not the same as a direct patient/healthcare provider visit within the office. Instead, the provider will not be in the same room as your child, however your doctor will be able to visually see and hear you to discuss symptoms, diagnosis, and treatment plans.

Expected Benefits:

Telemedicine provides patients with the opportunity to remain in the comfort of their own home while still receiving care from their physician. This means less time out of work and school for appointments. With a telemedicine appointment, you can ask questions about illnesses and receive diagnosis and treatment plans in situations where you may not normally have access or the ability to travel to the office. By utilizing our service, this can reduce the need for urgent care/after hour visits, providing more continuity of care and a less expensive alternative.

Potential Risks:

With the use of this technology there are potential risks, including interruptions, unauthorized access and technical difficulties. The health care provider or patient has the option to discontinue the telemedicine appointment if it is felt that the videoconferencing connections are not adequate for the situation. And the patient/family can discontinue the appointment at any time, for any reason.

Process for Coordinating a Telemedicine Visit:

You may call our office to speak with one of our clinical staff members to discuss a possible telemedicine appointment. Once our nurse determines that your child qualifies for a telemedicine visit, our front office staff schedule the appointment and payment will be collected at this time. The cost for the appointment is \$49.00 and can be accepted by credit card over the phone. Once the appointment is scheduled and the payment is processed, a message will be sent directly through your patient portal account. The message will contain the necessary link to connect you to the provider, at your scheduled time. Our office staff will be happy to assist you in setting up your portal account if you have not already done so.

Please be Advised:

In the event of an emergency, the telemedicine provider may direct you to receive medical services through an emergency room or alternate medical facility if deemed necessary. The providers responsibility will end upon the termination of the telemedicine session.

If you have any questions regarding telemedicine and the information provided, please do not hesitate to contact us.

Thank you!

Children's Medical Center Physicians and Staff