

# About Your Telehealth Visit

Telehealth is a convenient way to receive care from your healthcare provider without having to leave home. During a telehealth visit, your physician or healthcare provider can make real-time diagnoses, develop a collaborative treatment plan, adjust your current treatment plan and prescribe medications.

Your physician or healthcare provider has determined that your medical care is eligible for a telehealth visit. In most cases, your visit will be conducted by video, using your computer, tablet or other digital device such as an iPhone or Android phone. In some cases, your visit may simply be a phone call.

Please note that only certain Northwestern Medicine clinics offer telehealth. These visits are not intended to be used for crisis or emergency services. You or your healthcare provider may request an in-person visit at any time during your telehealth visit.

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## Important notes about telehealth

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Northwestern Medicine uses secure video tools that allow you to connect with your provider online while protecting your privacy.

Telehealth visits are not recorded or stored.

Insurance coverage varies for telehealth visits. Please contact your insurance company to determine your cost, including co-pays and co-insurance.

An After Visit Summary will be available in your NM MyChart account after your visit.

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## Preparing for your telehealth visit

Confirm whether your physician or healthcare provider will be calling you on the phone or if you'll be connecting via video. Let your clinic know if you will need interpreter services.

Before the visit, you will receive instructions about the eCheck-In process, which allows you to update personal demographics, insurance information, medications and allergies before your appointment.

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Select a quiet, private, comfortable and well-lit place for the visit. Just like any medical visit, you should:

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Be prepared to discuss your symptoms.

Know your medical history and recent test results.

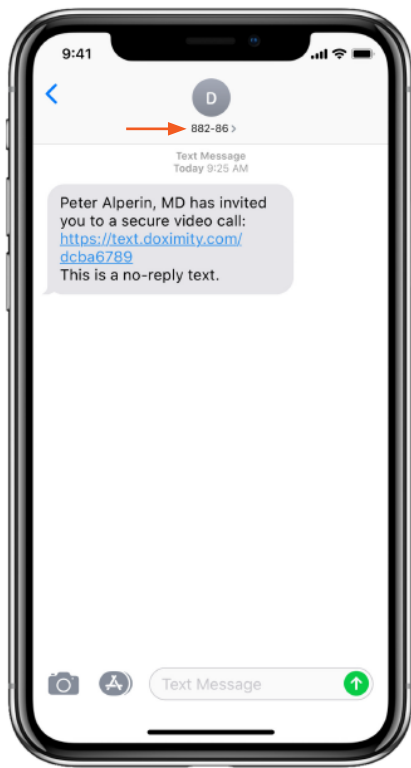
Have a list of current medications.

Prepare any questions you have for your physician or healthcare provider ahead of the visit.

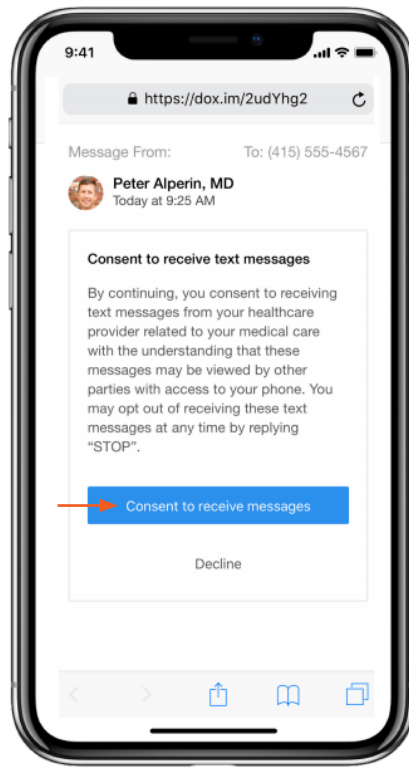
Ask your physician or healthcare provider to clarify anything you don't understand or need repeated.

Consider having a family member or friend join you during the video visit to take notes, raise any concerns and serve as a second set of ears.

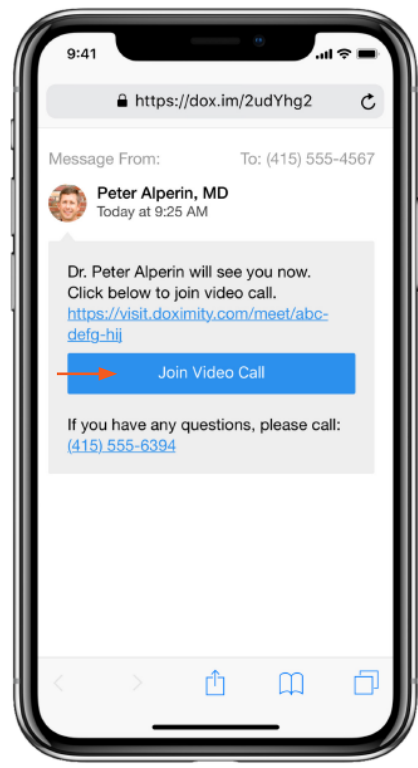
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### Conducting your visit

If you will have a video visit, your physician or healthcare provider will set up the visit through our Doximity platform within an hour of your appointment time.

- 1 You will receive a text message from an 882-86 number.
- 2 For your first visit, you will be asked to provide consent to receive text messages. Tap "Consent to receive messages" to continue.
- 3 Tap "Join Video Call" to be connected to your Northwestern Medicine physician or healthcare provider.

- Plan to join the video visit 15 minutes before your scheduled appointment to make sure the speakers and camera are working properly, and ensure you have a good internet connection.
- Your Northwestern Medicine healthcare provider will begin the visit between 15 minutes before and one hour after the appointment time.

**If you will have a telephone visit, your physician or healthcare provider will call you directly between 15 minutes before and one hour after the appointment time. The call may come from an unknown number.**