



Email and Phone Template for Telemedicine Options

Subject Line: Healthcare Without Leaving Home: Telemedicine Now Available

Dear Patient,

I understand these are challenging times and your health and wellness remain of utmost importance. To limit potential exposure to the coronavirus and maintain access to healthcare, many of the existing insurance policies on telemedicine have been loosened.

<<Practice Name>> now offers the following options for you to receive care for **most acute or chronic conditions** that may come up during this public health emergency:

- **Video visits** via <<FaceTime, Skype, etc.>> where I will examine you similarly as I would at an in-office visit, and refer you to further care options if needed
- **Brief phone consultations** (5-10 minutes) to address questions and determine whether a video visit or further care is warranted
- **Secure email communications** via our patient portal to address questions and determine whether a video visit or further care is warranted

To schedule a video visit or for a phone consultation, please call our office at XXX-XXX-XXXX. To send an email, please log in to the patient portal <<link>> and <<instructions on how to send message>>. **If you have an appointment scheduled before <<DATE>>**, we will call you about converting it to a video visit. To further limit required trips out of the home, most health plans have waived early prescription refill rules and are allowing for 90 day supplies. Please call our office if you would like to take advantage of this option.

If you are concerned that you may have COVID-19, please use one of these options before going to urgent care or the emergency room. At this time, only hospitalized patients are being tested and staying at home is the safest for you and others around you.

Please be aware that copays, coinsurance, and cost sharing may still apply depending on your insurance coverage. Please consult with your health plan if you have any questions or concerns about your coverage and costs.

Sincerely,

<<Physician Name>>

<<Practice Name>>



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Phone Script for Front Office Staff to Convert Appointments to Telemedicine

Hi <<name>>, I'm calling regarding your upcoming appointment with Dr. <<name>>. Due to the coronavirus pandemic we are <<no longer seeing patients in person/limiting in-person visits/current office policy>> but we are offering real time video visits.

During the video visit, you and Dr. <<name>> can discuss your concerns, symptoms, and treatment plan as you would during an in-office visit. We use <<FaceTime, Skype, etc.>> and can walk you through how to get set up.

Home is the safest place for you to manage most illnesses at this time. Would you like me to convert your appointment to a video visit?

If yes:

- Provide necessary instructions
- Remind that copay/coinsurance/cost sharing may still apply and to check with their health plan if they have any concerns

If no:

- Tell them you will tentatively reschedule them in **XX** weeks, pending the status of the pandemic
- Urge them to call the office if they would like a video visit in the meantime

If they want to be tested for COVID-19:

- Inform them that only hospitalized patients are being tested at this time
- Remind them that a positive test result will not change their treatment or medical advice
- Urge them to avoid going to urgent care or the ED, as they will not be tested and expose themselves and others

All patients:

- Remind them that they can call or email via the secure patient portal should they have any concerns in the meantime