



# Telemedicine **FAQ**

## **What is telemedicine?**

Telemedicine is like a regular doctor's visit, but as a video chat. Telemedicine refers to a video visit with a medical provider (doctor or nurse) using a smartphone, tablet, or computer. Sometimes these are called virtual visits or telehealth. We use an easy one-tap link to securely connect with your doctor from your home. **To schedule a telemedicine visit, call (844) 474-2273, or visit [HRHCare.org](https://www.hrhc.org).**

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## **Why is telemedicine important during the COVID-19 pandemic?**

Limiting social contact is one of the most important ways to stop the spread of COVID-19. Telemedicine is also important because your health care should continue! **In most cases, telemedicine is the best way to get your health care right now.**

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## **What kind of care can I get during a telemedicine visit?**

Telemedicine can be used to diagnose and treat many health concerns. Telemedicine is for adults and children. Many women's health areas are covered by telemedicine. For an extensive list of areas of care, see below. Telemedicine providers may also be able to provide nutrition and behavioral health counseling.

Telemedicine can address many issues that would normally bring a patient to a health center or drugstore clinic. It is also a way to check in with a provider about long-term health conditions, like diabetes, hypertension, or asthma. Providers are able to write some prescriptions, like antibiotics, after a telemedicine visit.

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## **Can telemedicine be used to diagnose COVID-19?**

Patients who are worried about COVID-19 (coronavirus) can get a quick, remote consultation with a doctor using telemedicine. Most people who get COVID-19 can recover at home. If you have high fever, cough, and difficulty breathing, you should call 911 or visit the emergency room, instead of using telemedicine.

Note that testing for COVID-19 is extremely limited in New York. Only those at risk for serious complications with COVID-19 can be tested at this time. Testing for COVID-19 is not possible via telemedicine.

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## **What are the limits of telemedicine?**

Telemedicine providers cannot treat chest pain, broken bones, cuts that need stitches, or provide pre-natal visits. They also cannot perform a COVID-19 test on a patient. In some cases, the telemedicine provider may have to refer a patient to another doctor for an in-person visit.

# Telemedicine Services Include

## **Children**

- Respiratory issues (flu, cold)
  - Skin rashes
  - Seasonal allergies
  - Medicine refills
  - Nutritional issues
  - Sprains/Joint aches
  - Follow up visits- routine care
  - Behavioral/ADHD
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## **General - Adults**

- Medication refills
  - Respiratory issues (cold/flu)
  - New patient visit
  - Medicare wellness visits
  - Follow up from hospitalization (within 7-10 days of visit)
  - Rash
  - Seasonal allergies
  - Urinary tract infection
  - Sexually transmitted infection exposure
  - Follow up visits
  - Diabetes/HTN/COPD/Asthma -Routine Follow up
  - Lab and diabetes insipidus (DI) result follow up
  - Follow up after specialty consult
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## **Women's Health**

- Birth control refills
- Menstrual irregularities
- Infertility
- Menopausal symptoms
- Nutritional issues
- Neonatal care
- Follow up visits—routine care
- No prenatal visits (must be in person)