

#1 TELEMED POLICIES, FEE & PAYMENT:

- **Please keep in mind:** Telemed visits are a courtesy offered by our office, but always scheduled at the discretion of your doctor.
- **Important note:** Our office policy also requires each telemed patient be seen **'IN OFFICE'** once every 12 months, or a prescription refill will not be issued until you're seen here in the office.
- **The same "Late Cancel / No Show"** fee applies to telemed appointments. We require 24 hour notice, or a \$25 late cancellation / no show fee is charged.

• **FEE & PAYMENT:** There is an **additional \$15 fee for all telemedicine appointments** & we require a credit card on file with the office for all Telemed appointments, **You'll need to complete the attached Credit Card Authorization form, sign, & return to us at least 24 hours before your appointment.** If you are uncomfortable with sending your credit card information via email, you may just sign the form, then send, & then we will call you once we have received it to get your credit card information.

#2 REGISTERING with CHIRON:

Registration must be completed at least **48 hours** before your scheduled appointment or you will need to be rescheduled.

You should have already received the invitation from Chiron Health for your telemedicine appointment (check 'spam/junk' file if you don't see it)

In the email listing the date & time we have you scheduled, **you will also see a button that says "Confirm Email Address."** This will direct you to a new page where you'll set up your Chiron Health profile.

You will not need to enter any credit card information on the CHIRON website (BUT see below about providing that info to our office before this appointment).

#3 GETTING CONNNECTED for your appointment:

- For telemedicine appointments you'll need to plan ahead for use of a laptop or desktop computer, or your cellphone, **BUT, you must be parked, NOT DRIVING.** **If you're driving, we will have to reschedule your appointment.**

IMPORTANT! It's also your responsibility to assure you're using a private, "secure" connection, **NOT a "PUBLIC" one.** **Public wifi connections at airports, hotels, coffee shops, restaurants etc are NOT SECURE.** **If your connection is not secure your personal information is vulnerable and could be compromised.**

- **YOUR VITALS:** It is strongly recommended by your doctor (but not required) you have a blood pressure machine & weight scale so we can still record your vitals even though you're not physically in the office.
- **On the day of your appointment,** you'll get a phone call 20 minutes before your scheduled appointment time from Chiron Health. They'll double check that your camera and mic are working and then they'll connect you with the doctor. The appointment will be like a skype call. **You must be ready to go and checked into your appointment no later than 15 minutes after your scheduled time or you will not be seen.**
- **BE SURE to have the address & phone number of your pharmacy handy at the time of your telemedicine appointment to confirm we send to correct location.**

#4 AFTER YOUR TELEMED APPOINTMENT:

- We will run the card you have on file for the amount of your copay or deductible (plus the \$15 telemed fee) & then send your prescriptions electronically to the pharmacy of your choice.
- **Booking Your Next Appointment:** Patients will need to call our office to book their next follow up. Because our schedule can get busy, we strongly encourage you to take care of this right after your telemed appointment.

If you have any questions or run into any issues don't hesitate to call us! Office: 972-943-0410, 8:45 am – 5:45 pm, Monday – Friday. Thank you. ☺