

WeCare TLC 's Telehealth Program:

Begins April 18th 2017



Phase 1:

- Established patients only
- During clinic hours of operation
- Home center

Telephonic Visits (*used in cases where the telemedicine video chat is inadequate or required equipment and high speed internet is not available*).

To be able to schedule a video chat the following is required at this time:

You must already have had a new patient provider visit in your health center (established patient)

- You will need high speed internet access
- You will need a camera connected to your computer with acceptable picture quality
- You will need a microphone connected to your computer with acceptable audible capabilities
- Only urgent care visit types can be used for telemedicine
- It will be at the discretion of the provider
- It will need to be during health center hours
- It will need to be scheduled during times when there are provider appointment times available
- If there are technical issues that prevent an adequate video chat connection the provider will have the discretion to transition the visit into a telephonic encounter

What is Telehealth?

Telehealth (or Telemedicine) is medical care service provided through a broad variety of technologies and tactics.

WeCare TLC's Objectives

1. Increase patient-centric medical services to our centers
2. Increase convenience of care to our patients
3. Increase overall cost savings to our clients

Who is eligible and what provider will the patient see?

All clinic eligible client employees, specific to their clinic, will be able to schedule visits with the same providers they physically have access to.

- New patients **MUST** be a video visit. (*Must follow-up in the clinic*)
- Established patients can be either a telephonic consult or a video visit.

May I schedule a telemedicine visit if I am under the age of 21?

Dependents under the age of 21 cannot self-schedule any telehealth appointments and are required to contact their WeCare TLC center for scheduling.

Who will schedule the telephonic visit?

The patient will be able to schedule themselves through the patient portal as an "Urgent Care Visit". Clinic staff will contact the patient prior to the self-scheduled appointment to verify a telephonic appointment is the best option per the symptoms.

Clinic staff will also be able to schedule telephonic consult and live video visits.

Will a special consent be required before the patient can schedule a telephonic consult and live video visit?

Yes, there is a required consent check box specific to telephonic consults and live video visits in the scheduling process on the patient portal.

What steps does the patient take to self-schedule?

Instructions are being sent to the clinic staff and will be on the patient portal for patients to follow.

What equipment will patients need to do a video visit?

You will need a "camera" equipped computer or laptop to utilize a video visit. A built in microphone will suffice for audio.

What if I use a satellite clinic but no provider is scheduled to be there that day?

You can log into the patient portal and choose the base clinic that the satellite is associated with during the base clinic provider hours or call that base clinic for assistance.

Are there any specific condition limitations for these visits?

Yes, a list of urgent care conditions will be listed in the instructions to comply with best practice standards and will be subject to provider discretion.

- Colds
- Flu
- Allergies
- Sinusitis
- Bronchitis
- Sore Throats (require follow-up to determine Strep)
- Vomiting
- Diarrhea
- Pinkeye and Conjunctivitis
- Urinary tract infections (require follow-up)
- Rashes (require follow-up)