

# FAQ Telemedicine

## IS TELEMEDICINE SAFE?

- Telemedicine is VERY SAFE.
- The only people who will see your health information is the doctor and their staff.
- All the communication methods use SECURE and SAFE networks and phone lines that allow you to talk to your doctor.

## IS TELEMEDICINE PRIVATE?

- Yes – All visits are HIPAA compliant.
- Your information will NEVER be shared.
- Your visits are PRIVATE between you and your doctor!
- You may choose to have someone with you when you call.

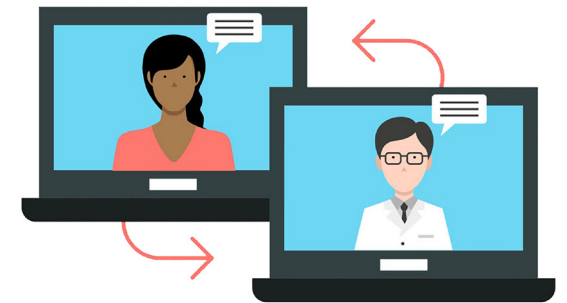
## WHAT IS ZOOM?

- ZOOM is an application that can be used on a computer or a smartphone/tablet.
- ZOOM allows you to talk face to face with your doctor through video chat.
- Note: While many doctors and hospitals use ZOOM for telehealth visits, it is not the only application used. Others used include: Teladoc, MDLIVE, Skype, and Google Hangouts.

This publication was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$90,625 with 0 percentage financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS or the U. S. Government.



# STAY CONNECTED While You Stay Home



## With Telehealth

Talking to your doctors without having to see them in person.

It's  
**PRIVATE**  
**CONVENIENT**  
**SAFE**

## How does Telemedicine work?

### Simple to use!

- STEP 1:** Call your doctor.
- STEP 2:** Tell them what you need to be seen for. Tell them you do not feel comfortable going to clinic and want to be seen at home.
- STEP 3:** Your doctor's office will schedule an appointment and give you directions.

## How do I prepare for my Telemedicine visit?

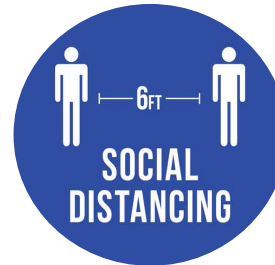
- If you have a computer or laptop, does your computer or laptop have a camera?
- If you have a camera, you will likely need to download ZOOM!
- If there's no camera, you may need to use a cell phone or a landline!
- If you have an iPhone or tablet (iPad), your doctor may suggest FaceTime. In this instance, they will call you on your iPhone at your scheduled appointment time.
- This will be a video call and you will be able to see your provider!
- No smart phone, but you have a landline, your doctor can still call you at your scheduled time.

## How to protect yourself from COVID-19



Wash your hands  
**REGULARLY.**

Social Distance when you can – try and stay 6 feet away from other people.



Avoid crowded places, such as parties, gatherings, and crowded restaurants.



Talk to your doctor about health concerns.

Make sure you keep up with your doctor's appointments and medications to keep health issues under control.



## REMEMBER!

Your doctor is **STILL** here for you, even during Covid-19.

## Wear a mask that covers both your nose and mouth.

### DO

- Wear a mask in public places.
- Wear a mask when you are unable to stand 6 ft from other people.
- Wash reusable masks regularly.
- Remove your mask by the earpiece/ties.



## What's the cost?

- Medicare and most other insurance pay the same as they do for an office visit.
- Co-pays are sometimes waived, but not always, so ask your doctor's office if you will be responsible for co-pays.

## QUESTIONS ON COVERAGE?



Call your healthcare provider or  
Nebraska Senior Health Insurance  
Information Program (SHIP) 402-444-6617.