

TELEHEALTH INSTRUCTIONS

Telehealth information page for CAPITAL ENDOCRINE CARE, LLC.

We are pleased to offer secure virtual visit services to our patients by means of your computer, tablet, cell phone.

- **Virtual visit:** refers to the **actual** appointment where a **direct clinical service** (or provision of care) is provided from a provider to a patient, using a two-way communication platform, involving audio and/or visual modalities, such as telephone or computer, when the provider and patient are in two different locations in real time.
- Virtual visits have been permitted in response to the need to provide medical care within the constraints of the Covid19 pandemic. Providers were able to conduct visits for patients who were in other states at the time of the visit. In recent months individual states and the District of Columbia have ended the emergency declarations. Regulations that govern medical licensure for each state or DC are again in effect. The regulations vary by state, but generally restrict the ability of physicians to deliver care to patients who are **not physically in the state** where the physician has a medical license and is providing care. **The physician in our group is licensed only in Maryland and Virginia.**

If you are unable to be in Maryland or Virginia at the scheduled time of your virtual visit, please kindly contact our office to reschedule your virtual visit, when you will be able to be somewhere in Maryland or Virginia. **Accepting the connection to the virtual visit indicates that you are complying with this requirement.**

- You may schedule a virtual visit with your provider by calling our office during normal office hours.
- Virtual video visits will be offered through a private and secure platform called **Doxy.me** where data is encrypted and none of your information is stored.
- You do not need to download any software or create an account.
 - You will receive the link in your email or as a text message. You simply click on the link, enter your name, and then you are connected to the virtual waiting room!
 - Ensure that your camera and microphone are turned on and the volume is turned up.
 - We recommend that you are located in a private room with good lighting for optimal video visits.
 - Please check your spam/junk folder if you do not receive the link in your email.
 - Please ensure that you have the adequate equipment and are able to manage the technology for the virtual visit. Google chrome is the preferred web browser over Safari when using Doxy.me.

- Virtual visits are **NOT provided via the Healow app.**
- To prepare for your virtual visit, it is helpful to the provider if you provide information relevant to your medical condition, such as weight, pulse, or your blood pressure if you self-test. Please upload your blood glucose data from your glucometer, or from your continuous glucose monitor (CGM), or insulin pump to the app or through the portal connected to your device. You may send us a web message with updated medications, laboratory test results, hospital or emergency department visits prior to your virtual visit appointment. You may fax documents to us; documents are not able to be attached to a portal message.
- The Financial Responsibility and Release of Medical Information documents will be on file for your account and are applicable.