

# TELEHEALTH



## Is my privacy safe?

Yes. A telehealth consult is treated with the same attention to privacy and confidentiality as face-to-face care. It follows the Health Insurance Portability and Accountability Act (HIPAA) rules. Anything you say to your care team members is secure.

## May my family be present during the telehealth visit?

This is your choice. If you feel your loved one's presence would be helpful, we encourage them to be in the room. However, if you do not want them present because of privacy reasons, your preference will be honored. An adult will be required to be present for any pediatric consults.

## Will there be paperwork or forms to complete before the telehealth session?

Yes, you will be required to fill out paperwork that will help provide the specialist insight into your medical condition.

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## Does my insurance cover telehealth?

In almost every case, yes. When you are seen in a hospital, charges occur from both the hospital and your provider. Telehealth has charges from the telehealth facility (where the visit originates) and also from the specialist who participates in the telehealth visit. All other aspects of the billing are just like any other care visit.

## Do co-pays and deductibles apply?

Telehealth care charges apply to your insurance and its co-pay and deductible rules like any other medical service.

## Billing questions?

If you have questions about billing, call the phone number on your statement.

## What if I need to change my appointment?

To cancel or reschedule an appointment, call toll-free 855-5TELMED (855-583-5633).

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Tippah County Hospital's Telehealth Services will connect area patients to specialty health care providers through quality two-way audio and video connections. Nurses at the telemedicine sites use FDA approved video examination tools for ear, throat and skin examinations as well as FDA-approved telestethoscopes for heart and lung examinations. The telehealth consult visit is transmitted via a secure Internet source through special video equipment and computers in the exam room that are connected to the providers' laptops or tablets.

From the patient's point of view, the benefits of telehealth include the convenience of receiving specialty care close to home, less travel time and reductions in lost work or school time. TCH's Telehealth Services enhance the primary health care provider's role in patient care by bridging the distance between hometown providers and specialty practices through technology.

**For referral  
information:  
1.855.583.5633. or  
1.662.837.9221.**



## SPECIALITY CONSULTS

This service connects area residents with specialty care, including:

- ❖ Psychiatry
- ❖ Infectious Disease
- ❖ Pulmonary/Sleep Medicine
- ❖ Geriatrics/Dementia
- ❖ Osteoporosis
- ❖ Genetic Counseling
- ❖ Bariatrics
- ❖ Pain Management
- ❖ Neurology

They will work closely with referring health care providers to connect area residents to specialty care in a setting that is conveniently located near their home and includes input from their regular health care providers. As Telehealth Services grow, additional specialties and specialists will join this program.

## TELEHEALTH VISITS:

Upon referral, telehealth appointments will be scheduled by the referring health care provider's nurse. The telehealth visits generally will not be scheduled on the same day as the initial office visit, but will take place at a later date using the telehealth equipment housed at one of the telehealth sites. Patients will be informed of any forms specific to their health history to complete before the appointment.

For the telehealth visits, patients will arrive at the designated location and time and will be registered just like they would be for any other visit to a health care provider. The local health care provider's nurse will accompany the patient to the telehealth exam room and will gather information that will assist the provider during the telehealth visit. When the intake process, which can consist of patient history, blood pressure, temperature, physical exam or other routine clinical nursing assessment activities, is complete, the provider will initiate the telehealth visit. Additional visits will be scheduled as needed.

In almost every case, health insurance coverage includes telehealth. Telehealth has charges from the telehealth facility (where the visit originates) and also from the specialist who participates in the telehealth visit. All other aspects of the billing are just like any other care visit. Telehealth care charges apply to insurance and co-pay and deductible rules like any other medical service. Individuals with questions about billing will be instructed to call the phone number on the billing statement.

## FREQUENTLY ASKED QUESTIONS

### What is telehealth?

Telehealth is a way for doctors, nurses and other health care experts to provide real-time face-to-face care when they are located at a site far from you, the patient. It means you get the specialized care you need without having to travel. You will have the convenience of receiving care close to home.

### Does telehealth replace an "in-person" appointment?

Yes, for many types of patient care appointments, it does. While there are some differences between video and face-to-face visits, telehealth allows you to still receive safe and timely care when the health care provider cannot be in same location as you. Telehealth use has some limitations, and if the provider determines that video is not appropriate for you, another way will be found to ensure you get the appropriate care.

### How does telehealth work?

You will be seen in a room with special telehealth equipment operated by a trained nurse, who will make sure you can see and hear the provider on the screen, and will assist with the examination.

### Am I being recorded?

No, this is a real-time, secure and private live video feed that is not saved and can never be replayed.

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Hospital**