

# Virtual Visits FAQ











## What is a Virtual Visit?

A Virtual Visit connects you directly to your provider or a member of their team through a secure live-video system on a computer or mobile device. It is similar to a face to face visit where you can see and hear your provider. Most Virtual Visits take anywhere from 10 to 30 minutes, depending on if you are a new or existing patient to the practice. Your provider can review your history, answer questions, diagnose, treat and even prescribe medications.

## What is eCheck-In?

eCheck-In is an electronic way for you to complete forms for the physician practice prior to your appointment. Once scheduled for a Virtual Visit, you will receive an email to utilize Texas Health MyChart's eCheck-In. If you have not been seen by a Texas Health Physician's Group provider within the last 12 months and/or you are being seen for a New Patient Virtual Visit, eCheck-In is required. Our existing patients that have completed eCheck-In prior to their appointment have found the process easy and convenient and it saves a lot of time. It is encouraged for all patients even if it is not a requirement for your upcoming appointment. For your convenience, eCheck-In is available 7 days prior to your appointment.

### You must complete eCheck-In before joining the video visit.

-  Sign Documents
-  Verify Personal Information
-  Verify the Person Responsible for Payment
-  Verify Insurance
-  Complete Appointment Questionnaires
-  Verify Medications
-  Verify Health Issues
-  Verify Allergies

[eCheck-In](#)

## How will the Virtual Visit begin?

There are 2 primary methods to start a Virtual Visit with your provider depending on the technology your provider is using:



**1. Email:** A confirmation email will be sent to you between the time you schedule and your appointment day.



**2. Text:** You will receive a text invitation for your Virtual Visit shortly before your scheduled appointment.

The confirmation email and text invitation will include links to initiate the visit at the scheduled time.

Prior to your visit you may receive a phone call from your provider's medical team to verify some of your health information, such as your current medications.

## How much does a Virtual Visit cost?

Texas Health will bill your insurance provider for the Virtual Visit, and your obligations will be determined by your insurance provider plan. If the visit is a non-covered service or if you select to not use insurance, the cost of the Virtual Visit will be \$49. This cost is for the provider visit only and does not include the cost of any prescriptions, follow-up lab work or follow-up visits if deemed applicable.

## Why should I opt for a Virtual Visit?

Virtual Visits offer a convenient opportunity to connect to Texas Health providers from the convenience of your home without having to travel to your provider's office. Virtual Visits are fully secure and offer the same high-quality care that you would expect from an in-person visit, without requiring you to leave your home or office.

## What type of ailments or conditions can be treated on a Virtual Visit?

A Virtual Visit can be an effective way of receiving non-emergency medical care and can successfully treat most conditions or problems. Some ailments or conditions are best done at an in-person visit, like an Initial Medicare Wellness Visit. Some visits are required to be in person by state or federal regulations, like the treatment of chronic pain or other high risk medications. If you are unsure if your ailment or condition should be treated by either a virtual or an in-person visit please call your provider's office for help.

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## What if I am not tech savvy?

You do not need to be tech savvy to conduct a Virtual Visit. The technology used by Texas Health has been designed so that anyone can use it. If you are having trouble, please reach out to your provider's office.

## What type of technology do I need for a Virtual Visit?

You can use iPhone or Android devices, iPads, tablets, laptops, and computers as long as they have a working camera and microphone.

## What do I need to have for a Virtual Visit to work?

You will need a strong internet signal, and a device with a camera and microphone, such as a laptop or mobile phone. For a great experience, you should be in a quiet place with good lighting in front of you.



**Mobile devices:** If you plan to use data from your phone plan, you should have four bars or more for the best possible experience. Your device's software should have been updated sometime within the last year.



**Laptop/desktop:** You must use either the Chrome or Firefox web browser for Virtual Visits on computer devices. Unfortunately Internet Explorer has more difficulty working with more up to date Virtual Visit platforms and is not recommended.



## What can I do to help have a good Virtual Visit?

In order to decrease potential problems in a Virtual Visit here are some hints that will help you:

- Charge mobile devices to at least 50% before appointment time.
- Find a private, quiet environment with a strong internet signal and good lighting in front of you. This should be a place where you feel comfortable discussing your medical issues.
- Stay in one location, driving or moving around while on a visit increases the risk of a bad connection.
- Wired internet connections are the most reliable, WiFi 4G/LTE are also acceptable.
- If you have a bluetooth headset that is connected to your device, plan to use it for your Virtual Visit to get the best possible audio.

## Is my Virtual Visit secure?

Yes. All methods of conducting a Virtual Visit with your Texas Health provider are fully secure and HIPPA compliant.

## Will my visit be recorded?

No. Neither the video nor the audio component of the visit is archived or recorded. Your provider will document a note in your electronic chart as they would if you were seeing them in person.

