

Connected Care/Telehealth



FREQUENTLY ASKED QUESTIONS

What is a telemedicine virtual visit?

→ go.d-h.org/virtualvisits

Telemedicine uses a video conferencing platform, much like Skype or FaceTime, to connect providers with patients in different locations for an outpatient appointment. Patients report great satisfaction with receiving care this way and most would recommend it to their friends and family.

What's the difference between "telemedicine" and "telehealth"?

"Telemedicine" is the practice of medicine using electronic communications and typically involves the use of secure videoconferencing to replicate a traditional in-person appointment between a provider and a patient.

"Telehealth" is more broadly defined as the use of medical information exchanged via electronic communications and may include telephone or "audio only" services, secure email or other methods of transmission.

What are the benefits of a telemedicine virtual visit?

Telemedicine virtual visits allow patients to get care from

the comfort of their home, eliminating the time and cost of traveling for an in-person visit. By seeing your provider from home, you are limiting your exposure and helping to slow the spread of COVID-19.

What are the limitations of a telemedicine virtual visit?

During a telemedicine virtual visit, you may experience technical difficulties with your connection or the software. If this happens, you or your provider can decide to stop the telemedicine visit and connect instead by telephone. It's important to remember that if you choose to use data with your mobile phone carrier, depending on your phone plan, you may incur data usage fees.

How do I get a telemedicine appointment?

Dartmouth-Hitchcock Health member hospitals, including Alice Peck Day Memorial Hospital, Cheshire Medical Center and Dartmouth-Hitchcock, are offering telemedicine appointments. To schedule an appointment, you can contact your provider's office the same as you would for an in-person appointment.

Does my health insurance cover telehealth?

Please note that during the COVID-19 emergency, there are special waivers expanding telehealth coverage. Under usual circumstances, Medicare, NH and VT Medicaid, and most commercial health insurance plans* cover many telehealth services. For Medicare there are some restrictions related to where you live and eligible locations for receiving care by telemedicine (for example, telemedicine appointments to Medicare patients at home are typically not covered). There may be limitations related to what kinds of services providers may deliver by telehealth.

Special considerations during the COVID-19 emergency

Special federal and state waivers and executive orders are in temporary effect during the COVID-19 emergency declaration. To expand coverage for telehealth services, certain restrictions have been lifted specifically to allow us to provide care during the COVID-19 pandemic.

Medicare, NH/VT Medicaid and Commercial Insurance:

- will pay for telephone and telemedicine (video) visits for patients at home as medically necessary and appropriate.
- have expanded the list of eligible providers and eligible services.
- will not require patient cost-sharing (co-payments, deductibles, or co-insurance) for medically necessary treatment delivered by telehealth related to COVID-19.
- cost-sharing for care not related to COVID-19 may be as usual; though many plans are also waiving cost-sharing at this time for telehealth services.

*Please note that self-insured (employer-based) commercial insurance plans may not be required to comply with governmental coverage mandates, even during the COVID-19 emergency.



How do I know if I am covered?

It is always best to contact your insurance company to ask about their coverage of telehealth appointments.

What if I don't have health insurance?

On April 3, 2020 President Trump announced that the Federal Government will pay for COVID-19 related care for patients who do not have health insurance.

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What kind of technology do I need?

You can attend your telemedicine appointment with a Dartmouth-Hitchcock Health physician or provider from home using a smartphone, tablet, laptop or computer (except Chromebooks).

Make sure your device has a built-in camera/microphone or one that you can attach.

Preferred internet connections:

- Wired Ethernet (*cable plugged into a router or wall jack*)
- WiFi (*wireless network in home or office*)
- Cellular Network (*3G or 4G*) – not recommended unless only option available

To get ready for your virtual visit you will:

1. Download a free, easy to download and 100% privacy compliant software.
2. Then, you will log into a Virtual Waiting Room.
3. At the time of your visit, your provider will connect with you and you will chat via video, just like you would in a Skype or FaceTime session.

What if I don't have the right technology or internet connection?

D-HH is committed to providing health care remotely whenever possible and clinically appropriate to keep patients and staff safe. Your provider may also be able to offer a telephone office visit option, if you are unable to connect by video.

Is telemedicine safe and secure?

Telemedicine has been used for decades and is a safe and cost effective way to attend your medical appointments. Telemedicine is subject to the same privacy rules and regulations as in-person healthcare services. Dartmouth-Hitchcock Health's telemedicine technology is safe, secure and HIPAA compliant.

During the COVID-19 emergency, government regulations are allowing for the use of some videoconferencing platforms

How do I get the software?

1. As soon as your telemedicine appointment is scheduled by your provider's office, your software "account" will be created.
2. Once your account is created, you will be able to download the software.
3. Instructions for downloading the software and connecting to your appointment will be sent to your myD-H account, along with the appointment notification and any other documentation that may be needed at the time of your appointment.
4. When possible, the software should be downloaded a day or two before your scheduled appointment.

What if I have trouble or need assistance?

D-HH has a dedicated technical support line to help patients with their telemedicine appointments. If you need help, call **(888) 353-3462**, Monday-Friday, 7:30 am to 5:30 pm.

✓ **USER TIP:**

If you do not have a myD-H account, the telemedicine appointment preparation instructions are also available online at: <https://go.d-h.org/virtualvisits>

How do I sign up for myD-H?

We strongly recommend you sign up for a myD-H account. With myD-H you can check in for your appointments in advance, request medication refills, access your medical record and billing information and communicate with your D-HH health care team. **The process to create a myD-H account is quick and easy: www.mydh.org.**

that are not-HIPAA compliant. Dartmouth-Hitchcock Health is continuing to use our standard secure and HIPAA compliant tools to the greatest extent possible; however, to expand our ability to offer telemedicine services to our patients as broadly and as efficiently as possible, we may introduce other platforms. In this case, please be assured that we will do everything we can to protect your privacy and will always comply with the current governmental regulations.