

## **FREQUENTLY ASKED QUESTIONS**

### **Do you bill my insurance?**

Yes, we do! Medicare and many commercial insurance plans have indicated that they will cover "telemedicine appointments" during the COVID-19 national emergency. However, we encourage you to contact your insurance plan to confirm that this is a covered service, if you are not sure.

### **What do I need to participate in a telemedicine appointment?**

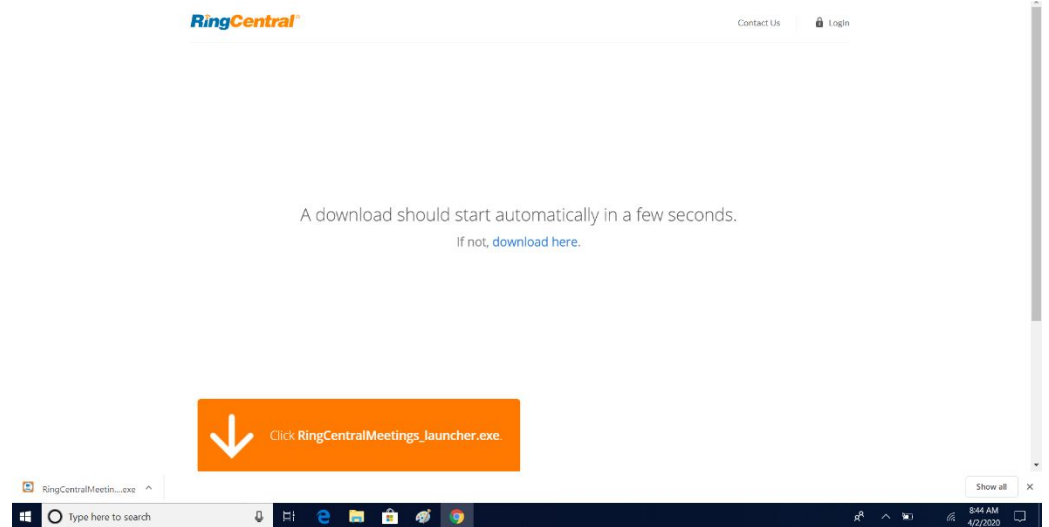
Here's a check list to be ready for your appointment:

- Personal computer or smart phone. Your equipment needs to have a webcam or some form of video option.
- Internet (or data) access.
- Chrome or Firefox internet browser.
- Access to your email account.
- A quiet area to video chat with your provider.
- All medications at your side where you'll be doing your appointment to review with the nurse.

### **How do I actually do this?**

1. Days to week(s) before:
  1. Make a telemedicine follow up appointment with our reception staff, as you would make any other appointment, by calling us at our usual number, 703-751-6668.
  2. When you make your appointment, please let us know if you have been in the hospital since your last visit so we can access those records prior to your appointment.
2. Two to three days before:
  1. As with an in-person visit, you'll receive a confirmation phone call within 48 hours of your appointment.
3. The day of your visit:
  1. You should have received an email invitation between an hour to about a day before your appointment time. Please check your email several hours before your visit.
    1. If you don't find it in your inbox, please check your spam folder first. If you don't see it there, please call us immediately (703-751-6668).
  2. Within about an hour of your appointment:
    1. If you have a home blood pressure machine, please take a resting blood pressure and pulse measurement.
    2. If you have a thermometer, please take your temperature.
    3. If you have a scale, please weigh yourself.
    4. Write down all these measurements to give to the nurse at the start of your visit.
    5. Gather up all your medicines to review with the nurse.
    6. If you have any information that you'd like to discuss during your visit (outside lab reports, home blood pressure records, etc.) please gather those up so that they're immediately available to you.
  3. Twenty minutes before your appointment:
    1. Open your email invitation.

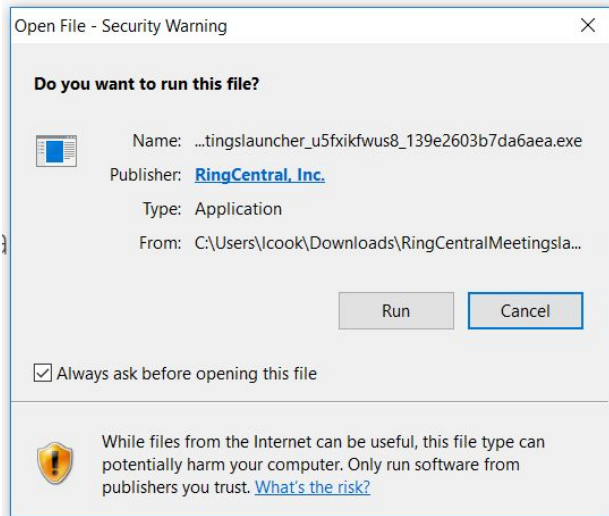
2. Please read the notice in the invitation.
3. If you're ready to proceed, please click the highlighted link (it will be below the notice, and start as <https://meetings.ringcentral.com> with a series of letters and numbers that is totally unique to your visit with us.
4. If this is your first televisit with us, when you click this link, you will be asked to download RingCentral to your computer. You must do this to have a televisit!
5. You'll see this screen. Follow the big orange box and arrow – down near the bottom of your screen will be a button (not the orange box) that you will click.



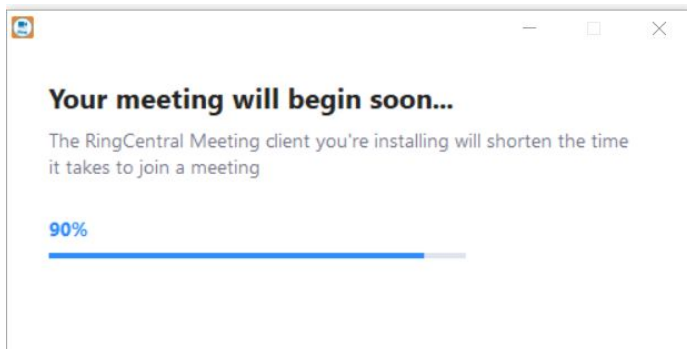
- This is where you'll click (an enlargement of the bottom left of your screen):



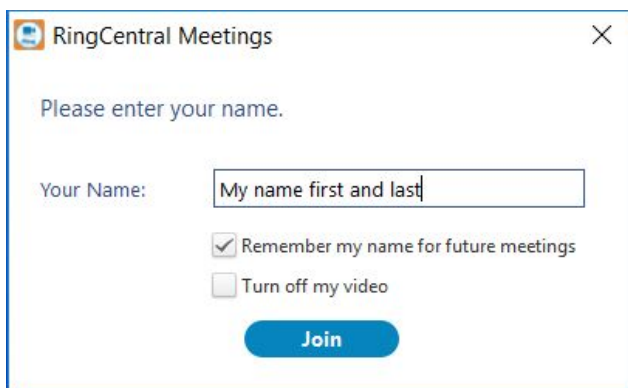
- You'll see the following dialog box, please click "Run."



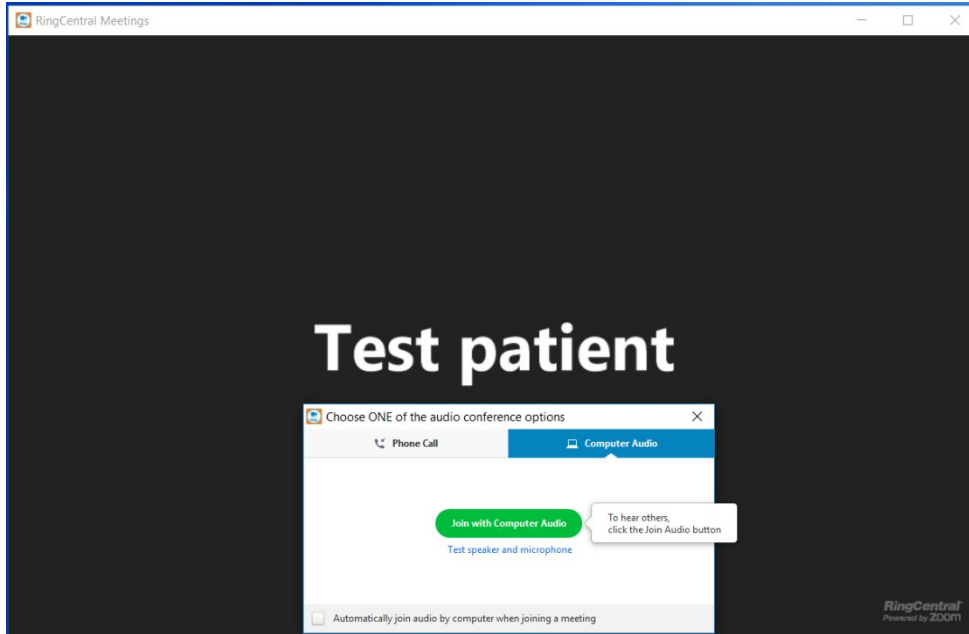
- You'll wait a moment as the program sets up:



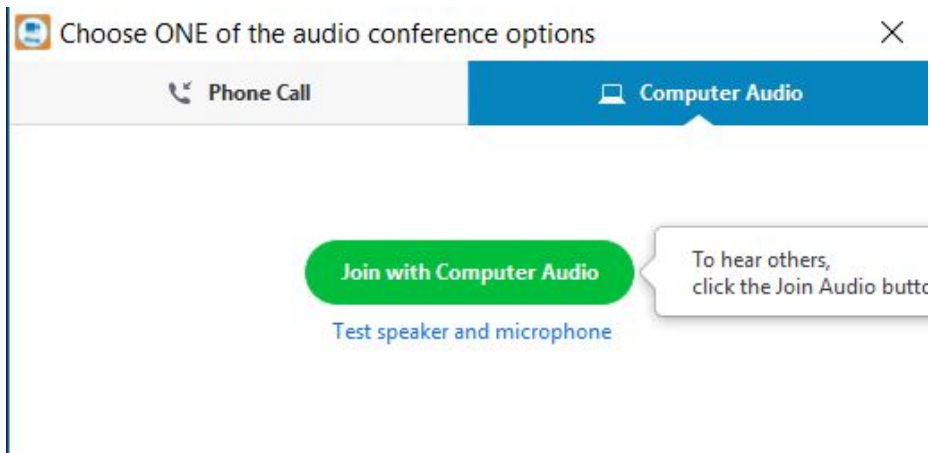
- You will then be asked to enter your name. Please type in your first and last names.
  - We recommend that if you only have one computer in your home and more than one person might have a televisit with us (using that same computer) you should UNCLICK the box that says "Remember my name for future meetings." Just point your mouse at this box and click; the check mark will disappear indicating that the computer *will not* remember what you type in now after we end your visit. This way a spouse, for example, can later use the same computer for a different visit.



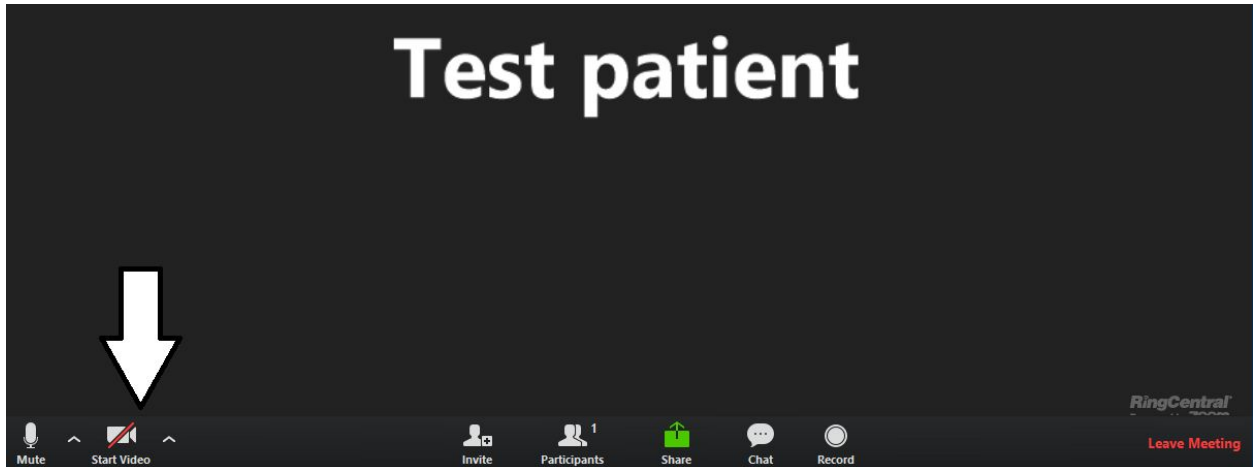
- You are now a part of the meeting! You should see the screen below:



- Click the big green button, which will turn on your microphone so that we can hear you.



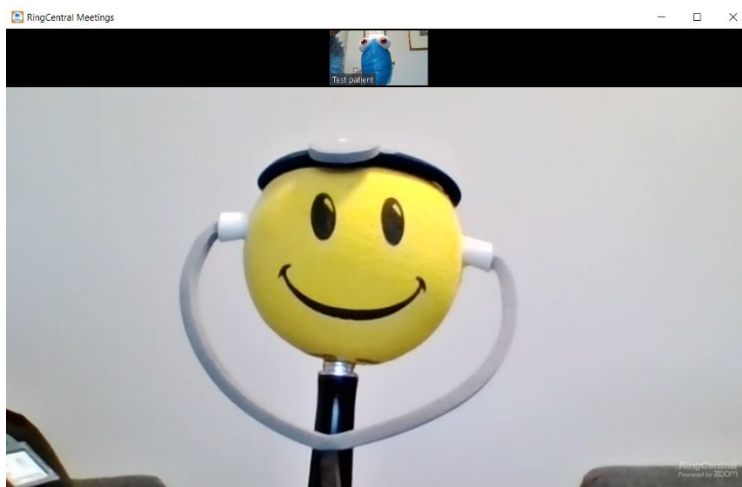
- If you hover your mouse over the large black area, which will have your name across it, you'll see some "actions" available down at the bottom of the black area. Click the "Start video" button shown on the bottom left under the white arrow. This will turn on your computer's camera.



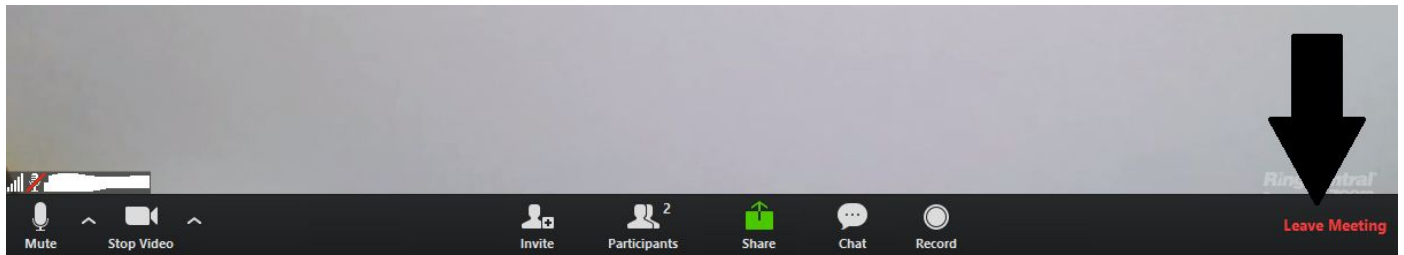
- Voila! Your camera is on!



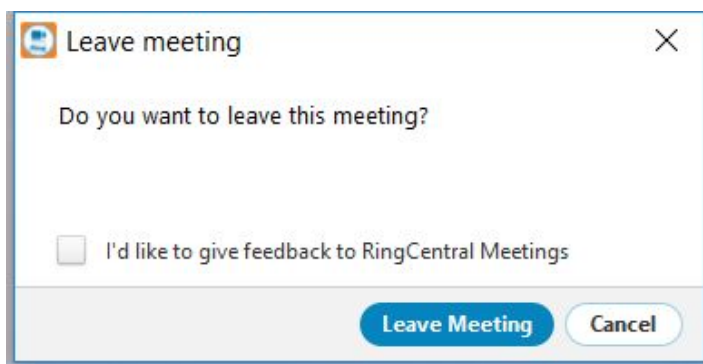
- When we come on, you'll see us pop up on the screen! You'll see your camera's image, too.



- At the very end of the visit, either we will end or if you're ready, the meeting is ended by clicking the instructions on the bottom right (Leave Meeting):



- There will be a box to confirm that you really want to leave.



4. Back to the If your nurse hasn't already joined, please be patient. He or she should join you shortly. If he or she is already on, you'll start your visit right away!
  1. Provide the blood pressure, pulse, temperature, weight readings to the nurse.
5. You may have to select the option to "allow pop-ups."
6. If your provider is running behind, they will send you a message or a nurse will give you a call to keep you updated.
7. If you experience any problems, please call us on the phone (703-751-6668).
8. Your provider will come on and your office visit will continue!

### **Is this a regular office visit?**

Basically, yes! The provider will do a general physical evaluation via the video encounter, discuss any cardiac-related symptoms and conditions you may be experiencing, review test results, order testing and adjust/prescribe medications, just as would be done in the office. If we feel that additional testing is needed, a future in-office appointment will be recommended and arranged for you.

### **Can an established patient schedule a telemedicine appointment?**

Yes, absolutely! Telemedicine is a very good option for established patients!

### **I'm a new patient. Can I get a telemedicine appointment?**

Unfortunately, no. Because of the unique issues involved in meeting a new patient, including the importance of a baseline physical examination (which can only be done in person), an in-office visit needs to be done for new patients and new consultations.

### **What if I do not receive an email, or cannot get the link to work?**

First check your spam folder. If you still can't find the email or get the link to work, please call us right away and we can send you another.

### **Wait a minute! How do I know that the email from you is real, and not a "phishing" email?**

Your electronic security and privacy are vital to us. *Cardiology Specialists of Virginia will not be reaching out to you with any other form of email other than your telemedicine appointment link*, so if you do receive any other kind of email that represents itself as coming from us and it's not about an appointment, or it's not received by you just before your visit, please do not click on any links in such an email and delete it. Please always feel free to call us to ask questions. You will receive the email about your appointment as noted above; it will come shortly before your actual appointment and will reference RingCentral as the communications service. We do not notify anyone else about your appointment date and time, as our office and scheduling system are fully HIPAA compliant.

### **What do I do after my televisit with my doctor?**

Your doctor will be posting a summary of your visit with the instructions that you discussed to the Athena Patient Portal. This is a *very important document!*

- Please check your email inbox after your appointment. Usually notice of your summary will arrive very quickly after your visit, but you may need to give up to 24 hours for it to arrive.
- If you don't see it, please check your spam folder. If you do find it there, please add the Athena sender address to your "safe senders" list.
- Follow the instructions in the email that you receive to view and print or save your visit summary. Please take a moment to review the Patient Instructions!
- Your doctor may have given you instructions to obtain blood or other tests at some point after this visit and/or before your next visit. You will see these orders listed as ATTACHMENTS to your summary. They should be visible as blue "links" near the top of the document.
  - Please click *each individual attachment* to bring up the documents.
  - If you need to do a test soon, we suggest that you print it out so that you have a paper copy to take with you for the test.
  - If you will be doing the test(s) later, for example before a 6 month follow up visit, you may wish to *save* the document as a PDF file on your personal computer for safekeeping and print it out later, just before you need it. Follow your usual procedure on your personal equipment.
- If you had any documents that you discussed with your doctor during your visit, please either:
  - Fax us copies (703-642-1049) or
  - Mail them to us at 6715 Little River Turnpike, Suite 300, Annandale, VA 22003 so that we can place them in your record.
- If you have any questions or difficulties, please give us a call!
- We hope that you enjoyed your televisit with us!