



Telehealth Visits: Video Visits

The University of Vermont Health Network is now pleased to offer appointments by video conferencing to our patients. These visits allow a patient to remain at home or at another provider's office instead of travelling to be seen for their appointment. This reduces the time, cost, and inconvenience involved for these appointments.

IF YOUR CARE TEAM HAS SUGGESTED THAT YOU CONSIDER TAKING ADVANTAGE OF THIS SERVICE, HERE ARE SOME ANSWERS TO SOME FREQUENTLY ASKED QUESTIONS:

What is a Video Visit?

It is very similar to a regular in-person appointment with your health care provider except that you and the provider will not be in the same room. The provider and you will have an encounter via video conferencing technology, which is similar to FaceTime and Skype.

How do I set up a telehealth visit appointment?

Our office staff will work with you to schedule a convenient time that works for you and the provider. You will need to read and sign a patient Informed Consent for telehealth form given to you prior to your telehealth visit. This indicates you understand and agree to doing a visit by videoconference and what the benefits and risks may be.

Can providers treating me using a tele-visit write orders, prescribe medication and order refills?

Yes. Providers have complete access to your electronic medical record, and as with office visits, each can electronically order prescriptions and write medical orders based on the patient's need.

Is this visit private or can others see me, like on TV?

Your visit is private and confidential. We use technology that, by law, must include security methods to protect privacy and security of your health information. Only those whom you have agreed to participate in the visit may see and hear it.

Will a recording be made of my visit with my provider?

No, the VT law does not allow any recording to be made of a patient telemedicine session. Nor, by law, are patients allowed to record it from their end.

Can my family or caretaker be with me during this visit?

Yes, you can have those who participate in your care present.

What is the cost, does insurance cover this kind of visit?

Medicare will pay for specified kinds of visits, by specified types of healthcare providers in parts of the state and country that their rules designate as rural. Your providers office will know how to check if you are eligible.

All VT health insurance plans and public health care assistance programs (like Medicaid) offered by the State of VT are required by law to pay for many types of live, telemedicine services. Different insurers have different rules Be sure to have your provider's office help you obtain insurance pre-authorization when necessary.

What happens if, based on my telehealth visit, the provider believes that he needs to see me in-person instead?

If, during your tele-visit, your provider determines that you need to be seen in-person, the office staff will work with you to find a convenient time for you to come in, and regular office visit charges would apply.

If I end up not wanting to do the scheduled telehealth visit, will that effect my right to future care or treatment?

No, you will not be penalized from receiving further care just because you decide not to continue with the telemedicine visit. We would just ask that you call the office to cancel or reschedule the appointment just as you would do if you had an in-person appt.

Will the information from my telehealth visit be placed into my medical record?

Yes your provider's notes will be entered into your record just like for an in-person visit. Like your other medical records you have the right to access the provider's visit notes.

Is the quality of care the same as an in-person visit?

The quality of telemedicine as a method of healthcare delivery is confirmed by decades of research and demonstrations. Telehealth has been found to be a safe, convenient, and often cost-effective way to provide healthcare services.

