

Introducing TeleHealth Visits at Coastal ENT During the National Emergency Due to Covid-19



During this period of national emergency, at Coastal Ear, Nose and Throat we are striving to keep everyone safe while continuing to provide the care you need. You will be able to have a visit with our physicians from the safety and comfort of your home using a **HIPAA compliant** video conferencing platform/telephone.

Technology Platform

To provide this service you will need the following:

- Email address
- Phone Number
- Bright light or flashlight
- Spoon
- One of the following:
 - Computer or laptop with a camera (best option)
 - Smartphone with a camera

Scheduling Appointments

- If you are a patient and want to schedule an appointment through TeleHealth, please call our office and we will help you schedule an appointment. You will get registration information from one of our front desk receptionists.
- You must have your paperwork filled out prior to your appointment or the appointment will be cancelled.
- Your copay/coinsurance/deductible, if applies, must be paid prior to visit. Many insurers are waiving patient copays/coinsurance/deductibles.
- For TeleHealth appointments, your computer, laptop or smartphone must be ready 10 minutes before your scheduled appointment.
- You will receive a link to join TeleHealth Video Chat via text or email.
- The link will expire 10 minutes after it is sent. If it expires, we will need to send you another TeleHealth link.

Follow These Step-By-Step Instructions to use Video Chat:

- An invitation to Video Chat will arrive on your device via text message or email.
- Click the link to be taken to the secure video chat environment.
- You will have 10 minutes to click the link.
- The first time you use video chat, your device may ask for permission to use your camera and microphone. Please allow access.
- You will be taken directly into a video chat session with your provider.
- Video Chat runs through your internet browser.
- For best results, please use Safari on iOS and Chrome on Android as your default browser.
- The microphone and camera buttons will pause the audio and video you are sending.
- The red “phone” button will disconnect the chat.

Some Video Chat users have reported experiencing various sound issues. These include echoing, reverberation, and feedback. It sounds simple, but headsets and headphones are often the solution.

Wear Headsets:

Many sound issues are caused by the proximity of your computer’s speakers to the microphone. This can cause echoing and feedback. You may also wear earbuds or headphones.

The best solution to these issues is to wear a USB headset that includes a microphone. USB headsets can be found for as low as \$20 on www.amazon.com.

Supported Devices:

While these devices were tested, there may be other devices that are compatible with Video Chat.

Samsung: Galaxy s7 and up

One Plus 3t and up

Google: Pixel 3+

Apple: iPhone 7+ and up

Supported Browsers

Chrome: Windows, Mac and Android

Firefox: Windows, Mac and Android

Safari: iOS 11+ and Mac OS 10.10+

Not Supported:

While these devices were tested, there may be other devices that are compatible with Video Chat.

Amazon Fire Tablets

iOS 10 or Below

iPhone 6 and below

Microsoft Internet Explorer

Microsoft Edge

Important Billing and Regulatory Information

Most insurance plans cover TeleHealth video chat. However, it is important for you to check with your insurance provider. You may also contact our Billing Specialist, Korin at kmodoni@coastalhearing.com.

In addition to the TeleHealth visits which require video conferencing, we are introducing **shorter Evisits** over our portal **and Virtual Check Ins** over the phone with the physicians where you will be able to talk to the physicians over the phone or over our portal and get advice *on more specific and pointed issues*. Medicare and several insurances are covering these services now. Upon scheduling, please call our office and we will go over your insurance coverage.

Sincerely

Coastal Ear, Nose and Throat