

Telehealth Visits at VerityMD Inc. | Neurology Clinic

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What is a Telehealth Visit?

A **telehealth visit** allows you to see your neurology provider from the comfort of your home using a **smartphone, tablet, or computer**. It is a secure, HIPAA-compliant way to receive medical care without coming into the office.

Who Qualifies for a Telehealth Visit?

- Patients with **stable chronic conditions** needing follow-ups
- Medication management visits
- Review of test results (EEG, MRI, lab work, etc.)
- New patient consultations (depending on medical condition)
- Established patients experiencing non-emergency symptoms
- Patients unable to visit the office due to mobility or distance issues

In-Person Visits Are Required For:

- Urgent neurological conditions (e.g., stroke, severe seizures, or weakness)
- New-onset neurological symptoms that require a detailed physical exam
- Certain diagnostic tests (EMG, EEG, vascular ultrasound, etc.)

If you are unsure whether telehealth is right for you, please **call our office at (916) 500-4989**.

How It Works: Your Step-by-Step Guide

Step 1: Prepare for Your Telehealth Visit

- You will receive a **secure link via email and text** before your scheduled appointment.
- Complete the **self-check-in process** before your visit.

- If you do not receive the link the day before your appointment, check your **SPAM folder**. If it is not there, please call our office for assistance.

Step 2: Answer Our Check-In Call

- A staff member will call **15 minutes before your scheduled appointment** to complete your intake process.
- They will **call twice only**, so please have your phone nearby and volume turned up.

Step 3: Attend Your Telehealth Visit

- **Click on the link** sent to your email or text message.
- Enter your **name** and agree to **join the virtual visit**.
- This will notify your provider that you are ready.
- Ensure you have a **strong internet connection** for the best experience.

What You Need for a Successful Telehealth Visit

- ✓ A **smartphone, tablet, or computer** with a camera and microphone
- ✓ A **strong internet connection** (Wi-Fi or wired preferred)
- ✓ A **quiet, well-lit room** for clear communication
- ✓ Your **medication list and any recent test results**
- ✓ A **list of questions or concerns** to discuss with your provider

Common Troubleshooting Tips

- ◆ **I didn't receive my link.**
 - ✓ Check your **SPAM folder** or call us at **(916) 500-4989** for assistance.
- ◆ **I can't hear or see my provider.**
 - ✓ Ensure your **microphone and camera** are enabled.
 - ✓ Restart your device and rejoin the meeting.
- ◆ **My internet is slow or disconnecting.**
 - ✓ Move closer to your Wi-Fi router or use a wired connection.
 - ✓ Close other apps or devices using the internet.

◆ **I got disconnected during the visit.**

✓ Rejoin using the same link or **call our office** for support.

Telehealth Billing & Insurance

💰 **Does Insurance Cover Telehealth?**

- **Most major insurance plans**, including **Medicare and Medicaid**, cover telehealth visits just like in-person visits.
- We will verify **your benefits before your appointment**.

💳 **What Payments Are Due?**

- Co-pays, deductibles, and outstanding balances are due **before** your visit.
 - Payments can be made securely online or by calling our office.
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Telehealth Consent & Privacy

🔒 Your telehealth visit is **HIPAA-compliant** and fully secure.

📋 By scheduling a telehealth visit, you consent to receive medical care via a virtual platform.

🔍 All telehealth visits are **documented in your medical record** just like an in-office visit.

If you have any questions about **privacy, consent, or billing**, please call us at **(916) 500-4989**.

For a **seamless and convenient neurology consultation**, schedule your telehealth visit today!

📞 Call **(916) 500-4989** to book your appointment.