

Telehealth Visits at VerityMD Inc. | Neurology Clinic

Address: 5841 Jameson Court, Suite 2, Carmichael, CA 95608

Phone: (916) 500-4989 | **Fax:** (916) 244-3875

Website: www.veritymd.com

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.)

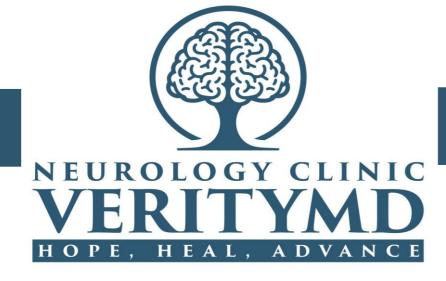
If you are unsure whether telehealth is right for you, please call our office at (916) 500-4989.

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.

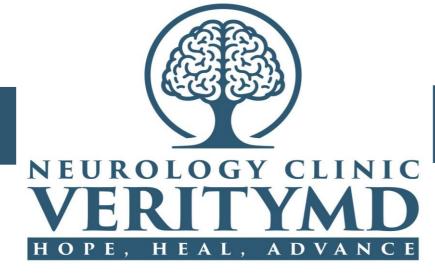
What You Need for a Successful Telehealth Visit

- 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

- **S** 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.

Telehealth Consent & Privacy

Pour 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.