



New West PHYSICIANS

We put your health first



Video Visits Now Available!

Get the care you need from the comfort of your home!

Hi Valued Patient,

We have created new ways for you to get the care you need, especially during these challenging times. You can now get care from the comfort and safety of your home with Virtual visits – either a Phone visit or a Video Visit. Video visits are a way you can be seen quickly and safely during the COVID-19 outbreak. Instead of traveling to our offices, you can see your medical provider with live video using your computer or smartphone with a camera. It is similar to FaceTime or Skype but in a secure application where your information is protected.

We're trying to keep this process easy for you.

With Video visits, you can:

- Receive help for minor illnesses and injuries
- Follow up on chronic medical conditions
- Get the same personalized, high quality care without coming into the clinic
- Save time and limit the hassle of driving
- Help limit your exposure to COVID-19

Scheduling a Video Visit:

Contact us the way you normally do to book an appointment. If it is determined that a Video visit is best for you, we will provide instructions on how to prepare and begin your Video visit using the FollowMyHealth patient portal. We will call you before your visit to make sure you are ready to go.

If you are already registered for the FollowMyHealth patient portal, consider downloading the FollowMyHealth app on your phone or tablet.

If you are not registered for the FollowMyHealth patient portal, we will provide you with a registration link as well as instructions for the Video visit.

During Your Video Visit:

Your visit will take about 10–15 minutes once you and your provider join the Video visit. Your care provider will:

- Ask questions about your symptoms
- See firsthand the symptoms you're worried about
- Tell you how to care for your medical problem
- If needed, send a prescription to your pharmacy

The answer to some common questions:

- Most insurance plans cover the cost of the Video visits. Telemedicine is considered a regular healthcare service and will be billed to your insurance company just as a normal in-office visit. Please check with your insurance company for details. If you are self-pay, we will bill you after your visit.
- Prescriptions can be sent to the pharmacy of your choice. Costs for prescription drugs are based on your pharmacy benefit and are not covered as part of the Virtual visit.
- Our Behavioral Health Center is participating in Virtual visits. Please contact your regular provider if you would like to schedule a Behavioral Health visit.

We're looking forward to seeing you and hope you find the new service useful.

Sincerely,
Your New West Physicians Care Team

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