



TELEHEALTH VIDEO & PHONE VISITS NOW AVAILABLE AT CARENET MEDICAL GROUP!

TELEHEALTH Video and Phone Visits Now Offered at CareNet Medical Group!

The health and safety of our patients and staff at CareNet Medical Group are extremely important to us. We realize this is a very unique and stressful time; with the current events changing day by day. We want our patients to know that we are here for you!

While we still continue to provide care at both of our office locations, we are excited to announce that we are now offering TELEHEALTH video and phone visits as another option to deliver care.

Due to current circumstances related to COVID-19, insurance companies have altered their rules to allow us to see many of you via a TELEHEALTH visit.

If you have an upcoming appointment and would like to be considered for a telemedicine visit, please call our office and we will check with your provider to see if it is medically appropriate for your appointment to be converted to a TELEHEALTH visit.

If you are in need of a new appointment and would like to inquire about the possibility of a TELEHEALTH visit, please call our office. We are now able to handle many of the appointments that were previously canceled or postponed. Our providers will determine if TELEHEALTH is appropriate for your visit.

We are currently using a program called DOXY.me in order to conduct our TELEHEALTH visits with patients. We have found it convenient and easy to use.

Once a telemedicine visit has been scheduled, you will receive an email with the appointment information. If for some reason you haven't received an email, please check your spam folder. You click on the provided link, type in your name and will be connected to a virtual waiting room and then your provider. DOXY.me does not require any type of software installation, but when prompted, you will need to enable your camera and microphone.

It works best from a smartphone or iPad, but can work from a computer that has a webcam and microphone. We strongly prefer TELEHEALTH video visits because we can actually see you to connect and conduct your visit.

Your visit will be documented in your electronic health record just like a traditional visit.

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In some instances, you may still need to come to the office for your appointment. Rest assured that we have protocols in place to help keep you safe. We realize this is a very stressful time. We are all in this together.

We appreciate your patience and understanding as we continue to monitor the evolving situation concerning COVID-19. We hope to get back to regularly scheduled business just as soon as it is safe to do so. In the meantime, we are here for you and continue to wish you good health during these trying times.

For the most up-to-date information go to: www.CDC.gov/coronavirus

Sincerely,

CareNet Medical Group



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