

Discovering Telehealth as a Treatment Option

October 30th, 2020



Telehealth Video Visits Can Be a Viable Healthcare Option

- You may have concerns about visiting a medical facility while Covid- 19 is still in our communities. Medical Professionals have precautions in place to help keep you safe when you need a visit in person. At John Muir Health, everyone who enters our building gets their temperature taken and Covid Symptom screenings are asked. Everyone wears masks and some practitioners with close contact to patients, like Physical Therapists are wearing protective goggles as well. We disinfect every surface touched in between each session, even the Rehab waiting area.
- Just like an in person visit, a video visit is a scheduled appointment with your provider- using secure video conferencing technology. Many symptoms and conditions can be cared for via video visits, including most follow up care for ongoing conditions and care for new symptoms. This gives you another option to be sure you are seeking medical care, but avoids the public exposure, if that is of concern to you.
- Don't put off important regular interactions with your physician. This may have more health risks for you than you think. Be sure to contact your physician for discussions about scheduling your regular healthy check ups.
- When you need care, call your doctor or urgent care center. They will ask you about your symptoms and determine if a video visit is right for your condition. Let the professionals help you decide what to do.

Physical Therapy Services Can Be Done Via Telehealth

Some Examples

- **Most effective when the evaluation is done in person but the APTA supports even evaluations done via telehealth.**
- **Total Knee example- Covid happened during the outpatient rehabilitation course of care. PT able to coach husband to perform the manual skills on the wife. Husband helped by being the videographer during the movement and exercise portion of the visit.**
- **Busy family- not enough time in the day to travel to PT, so telehealth fits into their schedule.**

Here's What You Need To Do JMH Telehealth Video Visit

Getting Started- Sign Up for MyChart and Prepare Your Device

- Patients interested in using Telehealth as an option for a part of their health care will need to sign up, in advance, for John Muir Health's MyChart. The scheduler for your MD can send you a text or an email with an instant activation code to set up your MyChart account. Make sure it is activated before your Telehealth appointment. Don't forget your MyChart user name and password!
- You will need a smartphone, tablet or desktop computer. If you are using a desktop computer, it must have a camera and a microphone for video visits to work. Test your microphone and camera, if you are not familiar with using them.
- You will need access to the Zoom app on the device you choose to use for your Telehealth video visit. You will need to download Zoom when you begin your visit. These apps are free.

Support Phone for MyChart 925-941-2001

Steps to Participate in a Telehealth Video Visit

Details

- For mobile devices, you will need to download the MyChart/EPIC app on your device. Once installed, open the MyChart app, accept the End user Agreement. You do not have to turn on location services if you do not wish to do so. If requested, so select California. Select John Muir Health (twice). Enter your MyChart user name and password.
- As early as three days before your scheduled video visit, or at least an hour before your appointment log into your MyChart account and complete the e-check in forms. These are required by law. You may need to provide your insurance information and you will pay your copay at that time.
- Your video visit in MyChart will be listed under Visits>Appointments and Visits, and click the e-Check in button. You will not be able to begin your video visit until e-Check in is complete.



Steps To Take On Visit Day

- On the day of the appointment, log into MyChart, using the device you wish for the video visit, not earlier than 30mins before the appointment.
- Select Visits>Appointments and Visits.
- Click Details button.
- Once eCheck in is completed and you are ready, click the Begin Video Visit Button.

Your Zoom meeting should launch automatically within 30 seconds. If it does not, then click the launch meeting button. You will see a screen that says “Please wait for the Host”. This is a good time to use the test buttons for audio. Be sure to use the Zoom audio and video. You may need to click on the icon of the movie camera so the provider can see you. When your provider joins the session, you will see them on the screen.

Relax and allow the medical professional to lead the conversation at first. Hold relatively still to provide good video. Choose a quiet, private environment for your visit.



Make the Most Out of Your JMH Telehealth Video Visit

Visit Day

If you feel your provider will need to see more than just your head and shoulders, you may wish to ask someone to help be your videographer. They can help move the camera to show various areas of your body, or your movements.

Have your questions written down and let your practitioner know how many questions you have, at the start of the visit.

Sound quality is always best when only one person is speaking.

Click the end button or leave meeting button when you and your provider have concluded the visit is completed.



Congratulations!

You can now feel more confident to discover more about Telehealth!

We want to encourage you to give Telehealth a try. It has been surprisingly positive for most people who have tried it.

Be patient, allow time to work any technical bugs out, if they occur.

John Muir takes your privacy very seriously. We did not go to the Zoom platform until the privacy issues were sorted out.

To find out more about Telehealth, ask your provider! It is a safe and viable option for health care.

