



**ANDREWS**  
Sports Medicine & Orthopaedic Center

## *Virtual Visits*

### **A PATIENT'S GUIDE TO VIRTUAL VISITS**

**Q: What is an Andrews Sports Medicine Virtual Visit?**

A: In our relentless pursuit of victory over injury, we are now offering a newly-added telemedicine service that allows patients to have a face-to-face video visit with an Andrews physician. Think of it as a “Facetime” live encounter with your physician.

**Q: Why should we use Virtual Visit instead of just coming into the office?**

A: In light of the recent CDC recommendations regarding the COVID-19 pandemic, our practice is taking necessary safety steps, including social distancing, to minimize the spread of this virus. Our clinic has implemented temporary, strict guidelines limiting in-office visits to acute, orthopedic injuries that require urgent attention. If your condition is not urgent, we are more than happy to see you through a Virtual Visit as soon as possible, including same day appointments when available.

Virtual Visits provide patients a safe and convenient option to meet with your physician from the comfort and convenience of your home and receive orthopedic care that meets the healthcare and insurance standards. A HIPAA compliant video service is used that ensures patients' privacy and confidentiality.

**Q: Who qualifies for a Virtual Visit?**

A: Most patients with non-threatening injuries may qualify for a Virtual Visit if your insurance company has approved telemedicine as a service line. Some insurance companies allow for new patient visits to be offered via telemedicine. Most insurance companies will allow for recheck appointments and for post-surgery follow-up visits to be offered via telemedicine.

**Q: Who DOES NOT qualify for a Virtual Visit?**

A: If you have had an acute injury and are having severe pain, a Virtual Visit may not be your best option. Also, if you went to an Emergency Room or Urgent Care clinic and were diagnosed with a fracture, dislocation or other significant orthopedic injury, we may request that you come to clinic.

Our Andrews clinicians and schedulers can help you determine if you are a candidate for a Virtual Visit.

Call (205) 939-3699 to speak with one of our staff and we will happily answer your questions.

**Q: Is there a cost for doing a Virtual Visit?**

A: All new patients and re-check visits WILL be charged the same way as if you were seen in clinic, including billing insurance and charging the patient a co-pay for the visit. The co-pay amount is based on your insurance plan. However, if you have had surgery and have a 90-day global period, there is no additional cost for the Virtual Visit.

**Q: What sorts of health conditions can be addressed during a Virtual Visit?**

A: **New patients** – Our Andrews physicians are utilizing Virtual Visits to provide an “initial screening” and treatment plan for most orthopedic conditions. In some cases, our physicians may determine that your injury or condition is significant and MAY recommend an in-office visit for further evaluation and additional diagnostics (x-ray, MRI, etc.).

**Follow-ups** – Our Andrews physicians are also using Virtual Visit to provide our patients with further care of ongoing injuries or conditions

**Surgical patients** – Virtual Visit is also being utilized for patients who have had a surgical procedure and need a routine follow-up visit.

Andrews Sports Medicine Virtual Visit is NOT for evaluating or treating a life-threatening condition or orthopedic emergency; please call 9-1-1 or go to your nearest Emergency Room.

**Q: What equipment is needed for my Virtual Visit?**

A: You can use any mobile phone, tablet or computer with a camera, microphone and web browser. We recommend using a secured Wi-Fi connection as well.

Our practice utilizes Doxy.Me - web-based conference software - for these visits. You must access Doxy.me from the appropriate browser for your personal device (phone, laptop, tablet, etc;).

**Android:** Chrome browser

**Apple/Mac product (IOS):** Safari browser

**PC Windows product:** Chrome or Firefox browser

**Q: How do I 'check in' for my Virtual Visit?**

A: Here is the step-by-step process:

1. Once our Andrews clinician/scheduler approves you for a virtual visit, they will enroll you into the doxy.me program.
2. You will be provided with you with your Andrews doctor's "waiting room name" along with the specific date and time of your Virtual Visit | **Waiting room example:** <http://andrews.doxy.me/drwilson>
3. **SEE** the next page of this document for complete details of HOW TO CHECK IN FOR YOUR OFFICE VISIT
4. Make sure you are in a quiet room with good lighting so our physician can hear and see you well.



**Q: How long will the Virtual Visit take to complete?**

A: We anticipate each encounter should last no more than 10 minutes. We value your time and your health.

**Q: Can I get medications prescribed during a Virtual Visit?**

A: Yes. We will be able to fill most non-narcotic prescriptions via e-prescription. Narcotics/controlled substance, if prescribed, may still require written prescriptions that would be picked up from an Andrews Sports Medicine location.

**Q: Will I be seen by an Andrews physician or by an outside group of providers?**

A: You will be seen and evaluated by members of your Andrews Sports Medicine physician care team. We do not use physicians from outside our group.

**Q: How many Virtual Visits can I have?**

A: We limit the number of Virtual Visits to no more frequently than one (1) visit every 2 weeks.

Post-operative patients **WITHIN** 90 days of surgery may be required to check-in more frequently for items like wound checks at the surgeon's discretion.

**Q: What if I change my mind and want to be seen in-person at the office?**

A: This option can be requested at any time. Signing up for a Virtual Visit **DOES NOT** exclude you from being seen in person. However, given the COVID-19 pandemic, our clinic has implemented temporary, strict guidelines limiting in-office visits to acute, orthopedic injuries that require urgent attention.

If your condition is not urgent, we are more than happy to see you in the office as soon as the CDC guidelines allow us. If you start a Virtual Visit with an Andrews physician and decide to cancel afterwards, you may be charged for the visit.

**Q: Are Virtual Visits secure?**

A: Yes. The Doxy.me system is encrypted, HIPAA compliant and designed to insure the privacy of your health information.

**Q: Will these encounters be recorded and saved?**

A: No. The Virtual Visit video and audio **WILL NOT** be recorded or archived. Your care team will document the findings in your health record, just like a regular clinic visit.

# How to check in for your video visit

**1** Use a computer or device with camera/microphone



**2** Enter your clinician's doxy.me web address into the browser

**3** Type in your name and click check in



**4** Allow your browser to use your webcam and microphone



**5** Your care provider will start your visit

**Call Tips**

- Have a good internet connection
- Restart your device before the visit
- Use the **Check In** button in the waiting room
- Need help? Send us a message <https://doxy.me>