

# ***HELPING HANDS PEDIATRICS***

## **WE OFFER**

### **VIRTUAL VISITS**

Due to current international health concerns regarding **Coronavirus**, we realize that face-to-face interaction may not be appropriate or possible in all instances. In response, Helping Hands Pediatrics will be offering virtual SICK VISITS in addition to face-to-face office visits. **Virtual sick visits will be operational during the Coronavirus outbreak and may or may not be offered in the future. All physical appointments will be conducted face-to-face only.**

**Now you can get high-quality physician care from the convenience of your home or any other convenient and private location.** For “SICK VISITS” that are able to be performed virtually, you can visit your primary care physician online and get the same patient-focused care as you receive in person.

If your provider finds the virtual visit to be inappropriate for your condition, we will recommend that you have a face-to-face in-office visit, instead of scheduling a virtual visit. Keep in mind, if you schedule a virtual visit with your provider, and during the virtual visit the provider determines that a face-to-face in-office visit is required; you may be responsible for cost-sharing for both visits.

#### **HOW VIRTUAL VISITS ARE COVERED**

Most insurances cover our primary care physician virtual services as an office visit. The member cost-sharing will be the same as if the service were a face-to-face visit. Please check with your benefits carrier to see if such visits are covered.

Be sure to refer to your plan's Summary of Benefits or call the Member Service number on your member ID card to confirm coverage details and cost-sharing.

#### **HOW TO SCHEDULE YOUR VIRTUAL “SICK VISIT”**

Call our office at 724-346-6494 to speak to a nurse.

Our nurse will give you an appointment time for your virtual visit.

You will be sent an email or text message (depending on your device) with a link for your visit.

At your appointment time, you will click your link and a portal window will open with audio and visual enabled.

Your provider will conduct your virtual visit in the comfort of your private location.

**NOTE:** You need to have both audio and video capabilities for the virtual visit. Acceptable modes of communication: Cell phone (IOS and Android), laptop, tablet, PC.

We recommend that you choose a location that's private and away from any distractions to have your virtual session.