What is a Video Visit?
It is very similar to a regular in-person appointment with your health care provider except that you and the provider will not be in the same room. The provider and you will have an appointment via video conferencing technology, which is similar to FaceTime and Skype.

How do I set up a Video Visit appointment?
Our office staff will work with you to schedule a convenient time that works for you and the provider. You will need to read and sign a patient Informed Consent for Telehealth Form given to you prior to your telehealth visit. This indicates you understand and agree to do a visit by videoconference and what the benefits and risks may be.

Can providers treating me using a Video Visit write orders, prescribe medication and order refills?
Yes. Providers have access to your electronic medical record, and as with office visits, each can electronically order prescriptions and write medical orders based on the patient’s need.

Is a Video Visit private or can others see me, like on TV?
Your visit is private and confidential. We use technology that, by law, must include security methods to protect privacy and security of your health information. Only those whom you have agreed to participate in the visit may see and hear it.

Will a recording be made of my Video Visit with my provider?
No, Vermont law does not allow any recording to be made of patient telemedicine sessions. Also, by law, patients are not allowed to record it from their end.

Can my family or caretaker be with me during the Video Visit?
Yes, those who participate in your care may be present.

What is the cost, does insurance cover this kind of visit?
Eligibility and coverage is based insurance carrier. Your provider’s clinical team will be able to help you understand how this impacts you.
What happens if, based on my Video Visit, the provider believes that he/she needs to see me in-person instead?
If, during your Video Visit, your provider determines that you need to be seen in-person, the office staff will work with you to find a convenient time for you to come in. Standard office visit charges would apply.

If I end up not wanting to do the scheduled Video Visit, will that effect my right to future care or treatment?
No, you will not be penalized from receiving further care just because you decide not to continue with the telemedicine visit. We would just ask that you call the office to cancel or reschedule the appointment just as you would do if you had an in-person appointment.

Will the information from my Video Visit be placed into my medical record?
Yes, your provider’s notes will be entered into your record just like for an in-person visit. Like your other medical records, you have the right to access the provider’s visit notes.

Is the quality of care the same as an in-person visit?
The quality of telemedicine as a method of healthcare delivery is confirmed by decades of research and demonstrations. Telehealth has been found to be a safe, convenient, and often cost-effective way to provide healthcare services.