Video appointments: Safe, convenient and effective

WHAT IS A VIDEO APPOINTMENT?
A video appointment — also known as a telemedicine appointment or video visit — is an online appointment between you and your provider on a computer, tablet or smartphone. Both you and the provider are able to see, hear and speak to each other in real time, similar to using FaceTime.

WHAT IS REQUIRED FOR A VIDEO APPOINTMENT?
You must use both the audio and video camera on your device to complete the appointment. If the provider cannot hear and see you, the appointment will need to be rescheduled. You must also have a strong mobile data or Wi-Fi connection. Although not required, it is also recommended that you complete the appointment in a quiet, private place to ensure confidentiality.

HOW CAN A VIDEO APPOINTMENT HELP ME?
With a video appointment, there’s no need to spend time or money traveling to see your provider for select visits. You can complete your appointment online, safely and securely, from a location that’s convenient for you.
Frequently Asked Questions

IS THIS VIDEO APPOINTMENT PRIVATE OR CAN OTHERS SEE ME, LIKE ON TV?
Your video appointment’s digital connection is private and confidential. We use technology that, by law, must include security methods to protect your privacy and the security of your health information. Only those whom you have agreed to participate in the visit may see and hear it. To ensure confidentiality, we recommend that you find a private, quiet location to complete your video appointment.

WILL A RECORDING BE MADE OF MY VISIT WITH MY PROVIDER?
No. Vermont law does not allow any recording to be made of a patient telehealth session. Also by law, patients are not allowed to record the telehealth session from their end.

CAN PROVIDERS TREATING ME THROUGH A VIDEO APPOINTMENT WRITE ORDERS, PRESCRIBE MEDICATION AND ORDER REFILLS?
Yes. Providers have complete access to your electronic medical record. As with office visits, providers can electronically order prescriptions and write medical orders based on your needs.

HOW DO I SCHEDULE A VIDEO APPOINTMENT?
If a video appointment is appropriate for your care, our staff will work with you to schedule a convenient time for you and the provider. At the start of your video appointment, your provider will obtain your consent to proceed and address any questions you have about the video appointment’s benefits or risks.

WHAT IS THE COST? DOES INSURANCE COVER A VIDEO APPOINTMENT?
Video appointments are medical appointments. All Vermont health insurance plans and public health care assistance programs (like Medicaid) are required by law to pay for many types of live, telemedicine services. As different insurers have different rules, please contact our billing office for assistance with confirming your eligibility and other billing matters.

CAN MY FAMILY OR CARETAKER BE WITH ME?
Yes. Those who participate in your care can be present during your video appointment.

DURING MY VIDEO APPOINTMENT, WHAT HAPPENS IF THE PROVIDER BELIEVES I NEED TO BE SEEN IN PERSON INSTEAD?
If your provider determines that you need to be seen in-person instead of by video, the office staff will work with you to find a convenient time for you to come in. Regular office visit charges would apply.

IF I END UP NOT WANTING TO DO THE VIDEO APPOINTMENT, WILL THAT AFFECT MY RIGHT TO FUTURE CARE OR TREATMENT?
No, you will not be penalized from receiving further care. Simply call your provider’s office to cancel or reschedule the video appointment or request an in-person appointment instead.

WILL THE INFORMATION FROM MY VIDEO APPOINTMENT GO INTO MY MEDICAL RECORD?
Yes, your provider’s notes will be entered into your record just like for an in-person visit. You have the right to access your medical record upon request.

IS THE QUALITY OF CARE THE SAME AS AN IN-PERSON VISIT?
Telemedicine is backed by decades of research. Video appointments and other telemedicine services offer safe, convenient and often cost-effective ways to provide healthcare services.

I’M SCHEDULED FOR A VIDEO APPOINTMENT. WHAT HAPPENS NOW?
1. If you plan to use a smartphone or tablet, please download the free Zoom app. If using a computer, no download is required.
2. You will receive an appointment invitation via email with instructions for accessing your video appointment.
3. When you’re ready to begin your appointment, please click “Join Zoom Meeting” from within the email.
4. If prompted, please enter the meeting ID provided in the email invitation.

Here’s how the video appointment will look to you:

QUICK TIPS FOR A QUALITY EXPERIENCE
- Test your device 24 hours before your appointment. Contact us at (802) 847-8266 if you have any questions.
- Use a hardwire connection, not Wi-Fi, when possible.
- Adjust the camera to your eye/forehead level.
- Sit in a quiet, private room with no distractions.
- The light source should be directed toward you.
- Do not sit with a window behind you.
- Maintain eye contact.
- Speak clearly with normal tone and volume.

WHAT IF I HAVE ADDITIONAL QUESTIONS?
Please contact your provider’s office.