

TeleHealth

Keeping Everyone Safe

Introducing TeleHealth Visits At CMI During National Emergency Due to Covid-19



Introducing Telehealth Visits for Cardiology and Pulmonary

During this period of national emergency, at CMI we are striving to keep everyone safe while still continuing to provide you the care you need. We have aggressively implemented a plan to begin telehealth appointments. You will be able to have the visit with our physicians from the comfort of your home using a video conferencing platform/telephone which is HIPAA compliant.

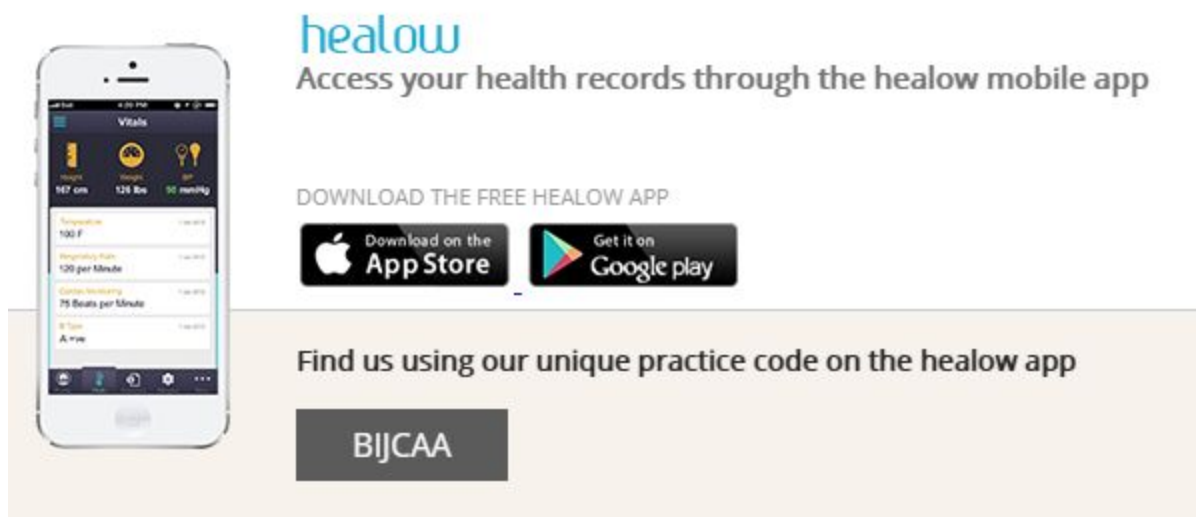
Technology Platform

To provide this service you will need the following

- Email address
- Access to the CMI patient portal - www.cminj.com

- If you do not have access to the patient portal, go to our website, click on Patient Portal and using your name and phone number, you will be able to retrieve your password. If you can't or you are a new patient, please call our office
- One of the following
 - Computer with a camera OR
 - Laptop with a camera OR
 - Smartphone with a camera (best option)

If you will be using your cell phone (best option)



The advertisement features a smartphone on the left displaying the Healow app interface with various health metrics. To the right, the text reads "healow" in blue, followed by "Access your health records through the healow mobile app". Below this, it says "DOWNLOAD THE FREE HEALOW APP" and provides buttons for "Download on the App Store" and "Get it on Google play". At the bottom, it says "Find us using our unique practice code on the healow app" and displays a dark button with the code "BIJCAA".

It will speed up the process if you download the app called HEALOW on your smartphone

IPHONE: <https://apps.apple.com/us/app/healow/id595012291>

ANDROID: https://play.google.com/store/apps/details?id=com.ecw.healow&hl=en_US

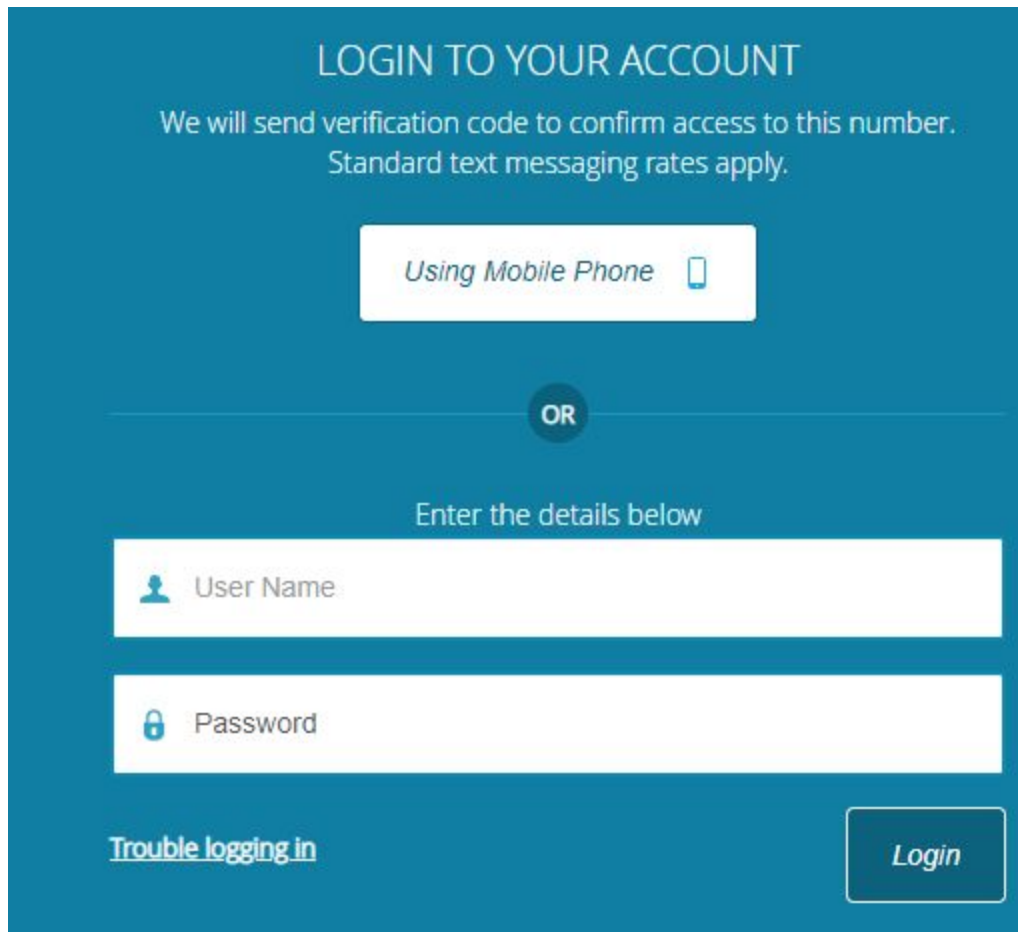
Enter our practice code: BIJCAA or our practice phone number 7328467000

Enter your user name and password: (If you don't have it, please call our office to get web enabled or reset the password)

If you will be using your computer

- Download and utilize Google Chrome. Although other browsers will likely work
- Go to our website www.cminj.com
- Click on Patient Portal

- Enter your username and password for the patient portal you got from the office

A screenshot of a patient portal login interface. The background is a solid blue color. At the top, the text "LOGIN TO YOUR ACCOUNT" is centered in white. Below it, a message in white text says "We will send verification code to confirm access to this number. Standard text messaging rates apply." In the center, there is a white rectangular button with the text "Using Mobile Phone" and a small mobile phone icon. Below this button, a horizontal line is centered, with a dark blue circle containing the word "OR" in white. Underneath the line, the text "Enter the details below" is centered in white. There are two white input fields stacked vertically. The first field has a person icon and the text "User Name". The second field has a lock icon and the text "Password". At the bottom left, the text "Trouble logging in" is in white with a blue underline. At the bottom right, there is a white rectangular button with the text "Login" in blue.

Scheduling Appointments

- If you had an appointment on the schedule, our office will call you to walk you through the process. To make a new appointment you have to call our office to schedule. You can request them from the Healow app or the Patient Portal but you cannot schedule them without speaking to someone at the office
- At the time of your appointment, please follow the instructions on your app or the portal. On the computer, the system will do a compatibility check to make sure your system is working properly. At the scheduled appointment time, the physician will come on line and you will be able to have a video 2 way conference and a visit

Important Billing and Regulatory Information

- If any information has changed, please let the scheduler know

- These visits will be submitted to the insurance company. Most insurances have agreed to cover the cost of these TELEHEALTH VIDEO visits during the period of the national emergency. In case your insurance company does not cover the visit, you will be responsible for the payment. If visits in the office are typically applied to your deductible or have a co-insurance requirement, this will be the same for telehealth visits. If a co-pay is required for a visit under your plan, it may be required for a telehealth visit. Please understand that there may be a bill associated with these visits just as there may be with in-office visits, and we will do our best to process these claims expeditiously. Please be patient with our business office staff as we work through these issues.

In addition to the telehealth visits which require video conferencing and are only short term as a substitute for in office visits during this pandemic, we are introducing **shorter Evists and Virtual Check Ins** with the physicians where you will be able to talk to the physicians over the phone and get advice *on more specific and pointed issues*. **You can request an eVisit with the physician by going to the Patient Portal or the Healow App.** Medicare and several insurances are covering these services now.

Sincerely

Physicians at Cardio Metabolic Institute