

Telehealth Appointments Now Available



In an effort to maintain accessible clinical care for patients, while also adhering to the important social distancing guidelines, Tufts Medical Center and Floating Hospital for Children will see patients virtually with telemedicine appointments beginning Wednesday, March 18.

The Medical Center has partnered with [amwell](#) (previously American Well) a Boston-based telemedicine company that connects patients with doctors over secure video. More than 175 of our providers are now trained to conduct these visits digitally for patients and parents of pediatric patients.

"We are thrilled to partner with amwell on this exciting endeavor," said Will Harvey, MD, MSc, FACR, who is the clinical lead on the Telehealth Project. "Now, our patients have the benefit of speaking with their provider about their health concerns, while remaining safe in their homes."

Please read the following to learn about this new service:

- **Are telehealth visits covered by insurance and is there a copay?**

Telehealth visits are covered by insurance and at this time there is no copay.

- **Can patients get prescriptions through telehealth appointments?**

Yes. Just like a doctor would assess the patient in person for a prescription, they will do the same through telehealth when applicable.

- **When are doctors available to see patients via a virtual appointment?**

Doctors are available during normal clinic hours to speak with their patients.

- **Who can be seen for a telehealth appointment?**

Any existing Tufts Medical Center and Floating Hospital patients can speak with their doctor via telehealth, if they are eligible.

- **How do patients make a telehealth appointment?**

Patients will call their doctor to make an appointment as they normally would. If they meet the criteria to be seen via a telehealth appointment, which many will, then they will be scheduled for a telehealth appointment with their doctor, just like being scheduled for an in-person appointment. Patients will receive a communication via email with instructions for how to conduct the visit on their smartphone.

Tufts Medical Center and Floating Hospital for Children are committed to looking for new and innovative ways to provide the best care possible to our patients during this difficult time.
