

Providers can shift appointments that don't require a physical exam or contact to virtual visits. Conducting a virtual visit allows the provider(s) to offer quality care for many types of appointments. But some concerns will require a physical examination and/or testing, as do some forms of treatment. The provider will need to make the clinical decision with you which type of appointment is best. <sup>(1)</sup>

"Anything that needs a physical examination, or a formal assessment before treating, needs to be done in person." <sup>(2)</sup>

Telehealth Visit <sup>(3-4)</sup>		
Follow Up Visits	Chronic Disease Management	Sharing Test Results
Medication Management	Lifestyle Coaching	Medicare Chronic Care Management
Flu, cold, sore throat or allergy	New Parenting Questions	Minor urgent care
Therapy & Counseling: Mental Health issues or questions	Pediatric fever or advice	Smoking cessation
Skin Conditions: Rashes & other skin problems	Sports injuries	Back Pain
Gastrointestinal Issues	Post-Surgical Follow Up	Prescription Refills
Traditional In-Person Visit <sup>(2)</sup>		
Physical Examination	Formal Assessment before treating	

**Resources:**

1. Explore UNC Health, <https://www.unchealthcare.org/coronavirus/appointments/>
2. Washington Post, May 5, 2020, By Jenna Birch, [https://www.washingtonpost.com/lifestyle/wellness/doctors-appointment-coronavirus-telemedicine/2020/05/04/f7005afe-8e20-11ea-a9c0-73b93422d691\\_story.html](https://www.washingtonpost.com/lifestyle/wellness/doctors-appointment-coronavirus-telemedicine/2020/05/04/f7005afe-8e20-11ea-a9c0-73b93422d691_story.html)
3. Which Types of Visits are perfect for virtual Care, November 23, 2015, By: Andrea Smith, <https://chironhealth.com/blog/which-types-of-visits-are-perfect-for-virtual-care/>
4. What conditions can you treat via virtual care? Posted by Hattie Hayes, <https://blog.evisit.com/what-conditions-can-telehealth-be-used-for>
5. NCQA 2011 Standards (1G3)