

TALLAHASSEE SENIOR SERVICES

CORONAVIRUS (COVID-19) TELEMEDICINE RESOURCES FOR SENIORS

What is Telemedicine?

Telemedicine, and more broadly **Telehealth**, is the remote delivery of healthcare services, allowing providers to care for a patient without the requirement of an office visit. Modern technology has enabled doctors to consult patients by using HIPAA compliant video-conferencing tools. Physicians and patients can share information in real time from one computer screen to another, and they can even see and capture readings from medical devices at a faraway location. Using telemedicine software, patients can see a doctor for diagnosis and treatment without leaving the comfort of their home. **Telemedicine** often refers specifically to the use of medical information exchanged from one site to another via electronic communications to improve patients' health status.

- **Interactive Medicine** – allows patients and physicians to communicate in real-time while maintaining HIPAA compliance.
- **Store and Forward** – permits providers to share patient information with a practitioner in another location.
- **Remote Patient Monitoring** – allows remote caregivers to monitor patients that reside at home by using mobile medical devices to collect data (e.g. blood sugar or blood pressure).

Medicare Coverage for Telemedicine

Medicare telehealth services include office visits, psychotherapy, consultations, and certain other medical or health services that are provided remotely. You pay 20% of the Medicare-approved amount for your doctor or other health care provider's services, and the Part B deductible applies. For most telehealth services, you'll pay the same amount that you would if you got the services in person. Medicare Advantage Plans may offer more telehealth benefits than Original Medicare. These benefits can be available in a variety of places, and you can use them at home instead of going to a health care facility. Check with your plan to see what additional telehealth benefits are offered.

Local Telemedicine Options

Tallahassee Memorial Healthcare offers telehealth through a regional network called TMH Carelink, which allows primary care physicians and specialists to see patients virtually. This network also allows medical experts to monitor patients through special equipment in their home. Contact your doctor to schedule an appointment using TMH Carelink. Our primary care doctors and specialists offer virtual video visits accessible from a smartphone, tablet or computer. You'll get a quick sign-up link once you schedule your appointment.

Tallahassee Memorial Healthcare	tmh.org/for-healthcare-professionals/telemedicine
<ul style="list-style-type: none">• Telemedicine Instructions• Patient Guide: How to Login to Your Appointment on a Desktop or Mobile Device	

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Capital Regional Medical Care, is a family practice and clinic accepting walk-ins, associated with Capital Regional Medical Center, offering telehealth visits to patients. Depending on your needs, your provider will determine whether a telehealth visit is right for you. To schedule a telehealth visit, contact the office at (850) 894-2401. Your provider will direct you to the platform that will work the best for your telehealth visit. Platforms include: Patient Portal; Apple FaceTime; Google Duo; WebEx Meetings; Zoom.

Capital Regional Medical Care	capitalregionalmc.com/patient-center/telehealth.dot#visitTips
<ul style="list-style-type: none"> • How to Access your Telehealth Visit • Review the Consent Form 	

Capital Health Plan uses their Amwell telehealth system to schedule video visits with doctors. The system is private, secure, and free to enroll. There is a \$15 copayment per virtual visit that may vary depending on your plan or level of coverage. Clinical services on Amwell are provided by Online Care Group, and can be used any time, day or night, for many common issues. Physicians on Amwell average 15 years of experience in primary and urgent care, and are U.S. Board Certified, licensed, and credentialed. You have the ability to view each physician profile so you can see their education and practice experience.

Capital Health Plan	capitalhealth.com/members/amwell-telehealth
<ul style="list-style-type: none"> • Amwell Frequently Asked Questions • Amwell Quick Start Guide 	

Blue Cross & Blue Shield of Florida offers telehealth visits through Teledoc. Teledoc is a virtual health care service designed for the treatment of non-emergency issues, the results of which can be shared with your primary care doctor. Remote monitoring is also available, to streamline recoveries and manage ongoing conditions, alerting care teams when a serious event occurs. The expertise of trained specialists can be accessed by your primary care provider via eConsults without the need to visit a specialist in the office. The cost per virtual visit will vary depending on an individual's healthcare plan, everyday care will be \$49 or less.

Blue Cross & Blue Shield of Florida	floridablue.com/virtual-health
<ul style="list-style-type: none"> • teladoc.com 	

FSU TeleHealth provides behavioral healthcare by a Geriatric Psychiatrist to patients 65 and above. Additional information is available at med.fsu.edu/fsutelehealth/home.

The use of Telemedicine/Telehealth resources will require HIPPA compliant software, and in some cases specialized monitoring equipment. A computer with a camera, smartphone, or tablet, as well as a high-speed internet connection are all you need to get started. Contact your primary care physician or specialist to discuss Telehealth options.