

Telehealth Visits FAQs

WHAT IS A TELEHEALTH VISIT?

Telehealth allows you to connect with your provider using telephone or video, instead of coming in to the office. Our providers can diagnose and treat many adult and pediatric medical conditions, and prescribe medications, using phone or video. We will provide you with the same quality care you would get in our office, from the comfort of your home. We also offer translation services for telehealth visits.

There are two ways that you can talk to your provider:

- **Phone Visit:** You'll talk to your provider on the telephone.
- **Video Visit:** You'll talk to your provider using the audio and video on your smartphone, computer, or tablet.



DO I NEED A COMPUTER FOR A TELEHEALTH VISIT?

For a Phone Visit, all you'll need is a phone.

For a Video Visit, you'll need a computer, smartphone, or tablet with a camera that can connect to the internet. You'll connect to your [MyChart portal](#), where your entire visit will be conducted online. You'll need to create a MyChart account in order to have a Video Visit.

HOW DOES A PHONE VISIT WORK?

If you are scheduled for a Phone Visit, you will get a call within 30 minutes of your scheduled appointment time to check in over the phone. An interpreter will join the call as needed. We will go through our usual check-in questions with you and update your health insurance and contact information.

Once your check-in is complete, we will end the call with you and notify your provider that you are checked in. When it is time for your appointment, you will get a call from your provider, and interpreter if needed, and they will conduct the visit with you over the phone. If you are signed up for MyChart, you will receive your After-Visit Summary after the visit is completed.

HOW DOES A VIDEO VISIT WORK?

If you are scheduled for a Video Visit, you can log into MyChart up to 3 days before your scheduled Video Visit and complete your eCheck-In. You can log in from your computer, smartphone or tablet. If you plan to use a smartphone, you will need to download the free MyChart app first. You will be asked to eCheck-In to verify your contact information, health insurance, and other information.

Then, within 30 minutes before your scheduled Video Visit, you can click *Begin Visit*. If the provider has not already joined, do not worry. You will be in a virtual waiting room until they sign on. Your provider will conduct the visit with you over video. You will receive an After-Visit Summary after the visit is completed.

IS MY TELEHEALTH VISIT PRIVATE?

Yes, all Phone and Video Visits are completely confidential and secure.

WHAT IS MYCHART?

MyChart is our electronic patient portal. It is available in English and Spanish. It allows you to access your health records and manage your health care in a secure online environment. You can check your laboratory results, immunizations, and see summaries of your care. Using MyChart makes it easier to contact your doctor, ask questions, and make appointments online at <https://mychart.ochin.org/>.

HOW DO I CREATE A MYCHART ACCOUNT FOR ME OR MY CHILD?

Call us at (413) 739-1100 to set up your account and create a proxy account for your child. We are open Monday through Friday from 8:30 a.m. to 5:00 p.m.

HOW DO I SCHEDULE OR CANCEL A TELEHEALTH VISIT?

To schedule or cancel a Phone Visit, call Caring Health Center at (413) 739-1100.

To schedule or cancel a Video Visit, log into your MyChart account. You can cancel your Video Visit up to 5 minutes before it starts through MyChart. Just log in to MyChart, go to Visits > Upcoming Appointments and select the Details button for your appointment.

WHEN ARE TELEHEALTH VISITS OFFERED?

We offer Phone and Video Visits Monday through Friday from 8:30AM to 5PM.

CAN MY CHILDREN BE TREATED THROUGH TELEHEALTH?

Yes, we can treat children 12 months of age and older through telehealth.

- If your child is **under 1 year old**, please contact your pediatrician, urgent care center, or emergency room.
- If your child is **under 13 years of age**, you will need to add your child to your MyChart account in order for your child to be seen through telehealth.
- **Children 13 years or older** must have their own MyChart account in order to be seen through telehealth.

CAN I GET MEDICATIONS FILLED THROUGH TELEHEALTH?

Yes, our providers will call in a prescription to your local pharmacy. Have your medications with you during your Phone or Video Visit. We are not able to refill controlled medications (like narcotics). You will have to contact your prescribing physician to refill controlled medications.

WHO WILL I SEE?

Depending on your medical need, you will be seen by one of our licensed and board-certified Physicians, Nurse Practitioners, Physician Assistants, Nurses, Behavioral Health Clinicians, Clinical Pharmacists, or Dentists.

WHAT IF I HAVE A FOLLOW-UP QUESTION OR CONCERN?

Call Caring Health Center at (413) 739-1100 or simply log-in to your [MyChart account](#) and send your provider a secure message.