

FAQ's

Q: How do I reach my provider for my appointment?

A: A scheduler will reach out to you to schedule your Telemedicine appointment. This invitation will include a user guide with instructions on how to start your Telemedicine visit as well as adjust call settings as needed.

Q: What happens if my connection is lost during my telemedicine video appointment?

A: Your provider has been given the best contact number to reach you and will do so in the event connection is lost. This information was collected from you when scheduling your appointment.

Q: How does my medical bill change?

A: Telehealth visits are meant to provide the same high-quality care that you have come to expect from your Emory Clinic provider. We will bill insurance in the same way we would for an in-person visit. Please contact your insurance provider to see whether they are still requiring the payment of co-pays during the COVID-19 pandemic. If you do not typically use insurance for your visits at The Emory Clinic, please let your scheduler know at the time of scheduling and they will connect you to a financial counselor to discuss self-pay rates.

Q: How long will my appointments be conducted through Telemedicine?

A: Telemedicine is a great way to keep regular appointments with your provider when you are not able to come into the clinic. Due to the current COVID-19 pandemic, we will be conducting Telemedicine visits and following the safety precautions outlined by the Center for Disease Control (CDC). While we are unclear about the exact length of time we will be limited to primarily telemedicine visits for our patients, we will be sure to stay connected with our patients as we plan around the reopening of the clinic.

Q: How do I work the audio and video components of the video call?

A: Brain Health Center has created User Guides that outline the in-call experience from the computer as well as from a mobile device. These guides will be given to you by your scheduler when setting up your next appointment. For quick reference, the audio and video mute/unmute button can be found at the bottom of the in-call screen. If you do not see these controls, tap your screen if using a touch screen device or hover your mouse over the bottom of the screen if using a computer.

Q: What can I do to prepare for my visit?

A: Please be sure to have all medications on hand and ready to share with your provider during your Telemedicine video visit. If you need to share any documents with your provider, make sure that you have electronic copies for ease of sharing. You can also use an electronic device, such as a cell phone or tablet, to take pictures of documents you do not have electronic copies of.

Q: Will I be able to test Zoom Video Call prior to my appointment?

A: Yes. You will be contacted by a medical assistant who will do a test call with you to ensure you are ready for your appointment with your provider.