



Telehealth FAQs

An Omaha Integrative Care Guide for Patients

What are Telehealth visits?

Telehealth visits use electronic information and telecommunication technologies — for example, video conferencing — to allow health providers in one location to deliver direct clinical health care to patients in a separate location. At Omaha Integrative Care, Telehealth visits are available for medical visits, psychiatric med management visits, and mental health therapy visits.

How will a Telehealth visit be different from a normal visit to my provider?

At the time of your appointment, instead of coming to Omaha Integrative Care for your visit, you will meet with your provider via video conference on either your computer, tablet, or smartphone. This will allow you and your provider to see and hear each other and have a face-to-face discussion about your health and wellness, despite being in different locations.

What are the benefits of Telehealth?

Telehealth allows health providers to deliver health care to patients who might not otherwise have access due to various barriers. This could include patients who live in rural areas, who are unable to drive or access transportation, who are unable to leave their homes, or patients who might put their health or the health of others at risk by visiting a health care facility. During widespread health pandemics such as COVID-19, telehealth allows provision of health care services from afar, which allows patients and providers alike to practice social distancing and reduce their overall contact with others.

Will my insurance cover Telehealth?

Coverage of Telehealth varies among insurance providers and plans. Some plans are waiving copays and deductibles for telehealth visits during the current COVID-19 health emergency. Contact your insurance provider to verify what your specific plan covers for Telehealth.

Should I be concerned about my privacy when using Telehealth?

Spruce and Zoom, the video conferencing platforms used by Omaha Integrative Care, are HIPAA compliant platforms. Omaha Integrative Care takes the privacy and confidentiality of its patients very seriously. All Omaha Integrative Care providers and contractors are required to comply with HIPAA when using Zoom to communicate patient health information with patients and other providers.

What will I need before my first Telehealth visit?

First, discuss the option of a Telehealth visit with your provider. If you and your provider decide to utilize Telehealth for an upcoming visit(s), you will need to complete a Telehealth Consent Form and return it to OIC via fax, email, or a patient portal message. This form can be found on the [Patient Portal](#) by selecting My Health > Medical Forms > Telehealth Consent Form. Prior to your Telehealth visit, your provider will send you an electronic invitation, which you will use to access the online meeting at the time of your appointment. Here is an example of what a Zoom invitation might look like:

Jane Doe is inviting you to a scheduled Zoom meeting.

Topic: 60 minute therapy session

Time: Mar 23, 2020 01:00 PM Central Time (US and Canada)

Join Zoom Meeting

<https://zoom.us/thisisanexamplehyperlink>

Meeting ID: 123 456 7890

Password: xyz321

How do I access Zoom?

Zoom is a free platform for video conferencing. You can sign up for free at <https://zoom.us> or download the Zoom app on your Apple or Android mobile device. Once you are signed up, you can access your Zoom meeting with your provider by either (1) following the hyperlink included in the invitation from your provider or (2) selecting the “Join a Meeting” option in Zoom and typing in the Meeting ID included in the invitation from your provider. Talk to your provider if you have any difficulties accessing Zoom or your session. (Spruce, the platform used by OIC’s medical providers, is slightly different. Your provider can offer further guidance as necessary.)

Do I need a computer to use Telehealth?

You can access Zoom via any desktop computer, laptop, tablet, or smartphone that has a front-facing camera. If these devices are unavailable to you, please talk to your health provider about other options.

How can I prepare for my Telehealth visit?

Here are some helpful tips to ensure that your Telehealth session is successful:

- Make sure that you have an adequate internet connection. Slow or poor connectivity can lead to interruptions to the video or audio.
- Make sure you are using a password-protected, secure internet connection, not public or unsecured WiFi.
- Find a location that is private, reasonably quiet, and free from interruptions/distractions.
- Make sure the room you are in is well lit so your provider is able to see you.