

TeleHOME

Healthcare from Your Home

Horizon Health Care clinics are now using telehealth, or virtual appointments, to reduce the risk of potential viral transmission between healthy and affected patients at our facility. Call your local Horizon clinic and we'll determine what type of visit works best for you — whether that's a TeleVideo, telephone, or in-person appointment.

TeleVideo Health Appointments

TeleVideo is a new, convenient option for you to see your healthcare provider through your own technical device without leaving the comfort of your home. If your health provider determines that your appointment is applicable for TeleVideo, you will receive an email from your clinic with an appointment reminder and a link to connect via video. To prepare for the TeleVideo appointment, follow a few simple steps.

What You Will Need for a TeleVideo Appointment:

- A working laptop, tablet or smartphone with a front camera
- A fully charged device, or access to power
- An internet connection
- Your email address
- A well-lit space so the doctor or nurse can see you
- A quiet space to reduce distractions
- Headphones that connect to your device for clear audio and to protect your privacy

Device Instructions to Join a TeleVideo Consult with your Healthcare Provider

Computer:

1. Select the Join link in your email invitation.
2. Your web browser will open a webpage that will show your meeting information.
3. Enter your information.
4. Click Join Meeting.

Connect to audio and video:

1. Choose your audio connection.
2. Set your video preference to video on.
3. Join the meeting by selecting Connect Audio and Video.

Mobile Phone or Tablet:

1. Download the Webex Meetings app from the Google Play Store or Apple App Store.
2. Open the Webex Meeting invitation that was sent via email from your clinic and click 'Join' five minutes before your appointment.
3. Enter your name and your email address.
4. Tap the green phone icon to connect your audio. Pick to call in or call over the internet.
5. Tap the video icon.
6. Tap Start My Video.

Your provider will begin the face-to-face visit and disconnect when the appointment ends. If you need help connecting your audio or video, you will be able to message the clinical staff in the chat window.

Health Conditions for TeleVideo Services

TeleVideo is a great option for behavioral health appointments and acute care needs. Your healthcare team will determine if this is the appropriate type of healthcare visit for you.

A few exceptions will apply:

- You must be an established patient to utilize (you've been previously seen in our clinic)
- This type of appointment is not appropriate to address chest pains, vision changes, signs of stroke or other issues that may require immediate medical attention.

TeleHOME

Healthcare from Your Home

Telephone Health Appointments

Telephone visits have been authorized by many insurance companies to ensure that patients can receive healthcare during the COVID-19 pandemic.

A telephone visit may be utilized when a TeleVideo visit is not feasible, or when it is the best way to provide your care. Your healthcare provider will help determine if a telephone visit is a good option for you.

To schedule a telephone visit, call your local Horizon Health Care clinic. If your provider determines the care you need can be provided through a telephone visit, our team will schedule the appointment and your healthcare provider will call you at your designated appointment time.

TeleHome Appointments FAQs

How do I schedule a telephone or TeleVideo appointment?

Call your local clinic as normal to schedule your appointment.

What if I need to cancel or am late to an appointment?

If you need to cancel/reschedule your appointment, please call the clinic as you would for any other type of visit. If you are late to the appointment, your provider will be waiting, but we will not be able to extend your appointment time due to scheduling.

What if I experience technical issues during my appointment?

The provider meeting with you will follow up to ensure you get reconnected to continue the appointment.

How do I pay for this type of visit?

This is a billable visit to your insurance company or if you participate in our Sliding Fee Program, your sliding fee discount will apply.