

# Telemedicine

MARCH 2020



By: *Dr. Jorge Duchicela*

In response to the COVID-19 (coronavirus) pandemic and to better serve the community, following the WHO and CDC personal distancing recommendations, Youens & Duchicela Clinic will start using telemedicine.

**Telemedicine** allow physicians to **evaluate, diagnose** and **treat** patients at a distance using a telecommunication infrastructure.



## How Is This Going To Work?

If you have an appointment for the upcoming weeks, you will receive a call from the clinic personnel in which you will be informed that because of coronavirus concerns and to avoid unnecessary exposure, your appointment will be re-scheduled for a telemedicine visit on your preferred date and time.

If you don't have a scheduled appointment and you would like to see your doctor (due to concerns about coronavirus symptoms and/or exposure, or simply because you present any other symptom), you may call the clinic at any time to ask for a telemedicine visit.

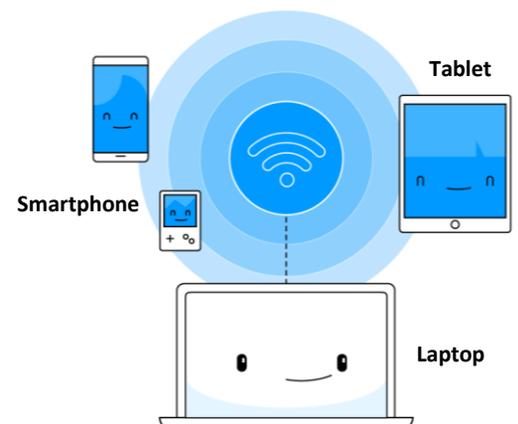
## What Is Needed?

These are the requirements to assure a high-quality telemedicine visit:

1. Have access to internet (Wi-Fi, LTE)
2. Have a laptop, tablet or smartphone with a front-facing camera

If you do not have any of these, Y&D Clinic can still help you access your Doctor by a regular phone call.

**\* It is hard to predict how long the coronavirus pandemic is going to last. Therefore, we strongly encourage our patients who do not have the equipment needed for telemedicine to seek help in acquiring access to the required devices, if possible, to assure the continuity of care.**





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## What To Expect?

On the day of your appointment, you will receive either a text message or an e-mail with a link that will take you to a secure video chat. You will have 10 minutes to click the link. The first time you use video chat, your device may request permission to use your camera and microphone. Please allow access.

At the beginning you will be addressed by a medical assistant (M.A.) who will ask you the reason for the visit (symptoms, severity, duration, etc.) and inquire about your preferred pharmacy should you need any prescriptions or refills. After the M.A. is done, your doctor will come into the room to visit with you.

Once your visit is over, the progress note may be found in your portal.

**\* If the video call couldn't be started, the same process will take place via a phone call.**



In **every encounter** you will be asked about the presence of **coronavirus symptoms**:

1. Fever
2. Cough
3. Shortness of breath

## How To Get Ready?

**\* Ask someone you trust to help you with the high-tech tools.**

The telemedicine format will be identical to a personal visit with your doctor.

We strongly advise you to have your medicine bottles handy.

If possible, please check your vital signs at home so we can have a better idea of your current health status. We will need:

- Temperature
- Blood pressure and Pulse
- Weight

**\* We encourage our patients to get a blood pressure cuff, thermometer and weight scale to keep at home and use them for the telemedicine visits.**

