



GWINNETT CLINIC

Telemedicine FAQ

What is Telemedicine?

Telemedicine is a way for your doctor or nurse practitioner to evaluate, diagnose and treat patients using computers, smart devices and/or telephones.

Can the doctor accurately evaluate me via Telemedicine?

Yes, with the use of a camera your provider can see and hear you. While it is not as good as seeing each other face to face, telemedicine is a safe alternative.

How can a patient benefit from Telemedicine?

Telemedicine gives patients the opportunity to receive care without a trip to the doctors' office. This reduces exposure risk for the patient and others.

Can my doctor call in medications for treatment?

Yes, a doctor can prescribe the medication you need for treatment.

What if I need labs, imaging, or a referral?

We can arrange these, too!

Is this covered by my insurance?

Yes, most insurance companies, including Medicare will cover the services performed during a telemedicine visit.

Will I have a copay?

Most insurance companies require a copay to be collected equivalent to what you would pay for an office visit.

Which Telemedicine Program do you use? Do they have an App for download?

We use doxy.me to facilitate our telemedicine appointments. You can access this page for free from any smart phone or computer with internet. No downloading!

How do I get set up with a Telemedicine appointment?

If you are sick, please call our office. You call will be screened by one of our experienced Patient Care Representatives. If appropriate, they will place you on the schedule and assist you in getting established with our telemedicine program.

Thank you!

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