Cramer
Family Clinic℠

Telemedicine Visit Information

Due to current recommendations to avoid crowds and limit exposure to illness, we have implemented a telemedicine solution to allow for online office visits.

Our system uses either your **smartphone** or your **laptop** or **tablet** to communicate with the doctor by camera. If you have been scheduled for a telemedicine doctor visit with us we will reach out to you to initiate the visit at your appointment time. Due to significant variability in scheduling and technology, the time we contact you to initiate the appointment may not be exactly the time you were scheduled for. If you are not contacted by 30 minutes after your scheduled time, please contact our nurses (660-886-4665) to check in and confirm that you remain available. We will be happy to reschedule the appointment to a time that works best for you.

To use a smartphone, please be sure that you have given us your **correct mobile phone number**, as you will receive a text message with a link to begin the chat when the doctor is ready for your visit to start.

If you choose to use an email address, be sure that your computer/laptop/tablet has a camera and we have your **correct email address** on file. If you choose to have us contact you this way you will receive an email when the doctor is ready for your visit to start.

If you choose to use your smartphone, you will receive a text message from us identifying ourselves and providing a link you can click to open and begin the chat.

> **For Apple iPhone (iOS)** – your iPhone will ask you to allow access to the camera and microphone – this is one time only and only for the duration of the chat. Click Allow when you see these prompts.

> **For Android** – your smartphone may tell you that you cannot open the link in the browser on your phone. Our application works best when you open the link using **Chrome** browser. If you don't have Chrome browser installed on your smartphone you can get it in the Google Play or other app

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store on your phone and install in a few minutes for free. Once the Chrome browser is installed you can try to click the link again or copy and paste it into the address bar in the Chrome browser. **You may need to temporarily change you default browser to Chrome (see below).** You will then be prompted to allow temporary access to the camera and microphone.

If you have trouble getting connected you can call us at the office (660-886-4665) and we will help walk you through the process.

Some insurers, including some covering Medicare recipients, are waiving copays or coinsurance for telemedicine visits at this time due to the national state of emergency. This list of insurers is rapidly evolving, but if you do have a copay for your office visits, unless your insurer has indicated that your copays are waived, you will still be responsible for payment of your copay or coinsurance as usual for a telemedicine visit.

We use a telemedicine vendor called Updox to facilitate our telemedicine visits. Updox provides us with secure, private, HIPPA-compliant technology to ensure your privacy during calls. Calls are not recorded, though we make take a snapshot of you during the visit as part of our documentation in your chart.

In instances where in-person services are required, such as labs, we have implemented procedures to minimize your exposure to infectious diseases and you will be given instructions by our nurses or lab technician for coming by to collect a specimen.

If, during the telemedicine visit, we determine that you need to be examined by the doctor or nurse in person and you are able to come in and it is safe to do so, we will not require an additional appointment or copay to complete that examination if you come in on the same day.

We want to ensure we are doing everything we can to keep our patients and staff healthy during this time and we hope that taking advantage of the opportunity to utilize telemedicine will provide an excellent and convenient mechanism to do so.

Cramer Family Clinic

How to Set Chrome as your default web browser on an Android Phone

1. On your Android, open **Settings** ⚙.
2. Tap **Apps & notifications**.
3. At the bottom, tap **Advanced**.
4. Tap **Default apps**.
5. Tap **Browser App** › **Chrome** 🌐.