



# Patient Guide to VIRTUAL TELEPHONE VISITS

As safety precautions increase during the COVID-19 pandemic, Adena Health System offers virtual visits allowing patients to continue their care while providing a safe alternative to leaving their homes. If you would like to schedule a virtual visit or change an existing appointment to a virtual visit, contact your provider's office.

## **Prior to your appointment:**

- You will need to fill out a consent to treat form and to bill your insurance. To do this, visit [www.adena.org/virtualvisits](http://www.adena.org/virtualvisits). This consent form only needs to be filled out once per year for virtual visits. If you do not have access to a computer and/or internet, a verbal consent can be performed over the telephone at the time of registration.
- The day of your appointment an Adena representative will call to verify your contact and billing information to complete registration for your appointment.

## **What to expect at your appointment**

- An Adena clinician may call you prior to your scheduled appointment to gather the information pertinent to your family and medical history, as well as medication and allergy lists.
- Your provider will contact you at the time of your appointment at the number verified at the time of scheduling your appointment.
- Please allow up to 15 minutes from your appointment time for potential provider delays. If the provider will be later than 15 minutes a representative will contact you to update you on the appointment.

[Adena.org/VirtualVisits](http://Adena.org/VirtualVisits)