



PATIENT TELEHEALTH Q & A

Q: What is telehealth?

A: Telehealth is a live, one-on-one video or phone appointment with your PT, OT or SLP. During COVID-19, telehealth is becoming a popular option that enables patients to see and talk to their health care providers from the safety of their home.

Q: Does my insurance cover telehealth visits?

A: Yes! Insurance covers a telehealth visit as it would an in-clinic visit. If you have questions regarding your insurance benefits or our billing process, please contact your clinic's Patient Care Coordinator.

Q: Who qualifies for telehealth services?

A: Anyone! All existing and new patients; however, you must verbally consent to the telehealth service in order for us to deliver these services.

Q: Do I need a prescription from my physician?

A: No. The same procedure applies to telehealth visits as in-clinic visits. If you do not have a script from your physician, you may be treated by a Direct Access licensed therapist.

Q: What technology do I need to do a telehealth visit?

A: A computer or a phone.

Q: How do I schedule a telehealth visit?

A: The same as an in-clinic visit! Call your clinic or 844.PIVOT.PT to schedule your telehealth visit.

Q: What do I need at home for a telehealth visit?

A: You may need floor space and possibly a comfortable area to perform your exercises. We will be with you each step of the way to let you know what is needed.

Q: How do I complete and submit the needed paperwork?

A: When you schedule your appointment, you will provide some basic information. Following that call, you will receive an email and video with detailed instructions on how to prepare for and access your first telehealth visit.

Q: How long will my telehealth visit take?

A: Depending on your condition or injury, your visit may take 30-45 minutes.