

Telehealth |



Patient video visit FAQs

What happens during a video visit?

A video visit is similar to an in-person visit with your doctor. The doctor or nurse practitioner will ask you questions, discuss your symptoms, and make a plan with you on what to do next. They may suggest a follow-up visit, either in-person or virtually.

What are the benefits of having a video visit?

A video visit allows you to:

- Receive great, personalized care without coming into the clinic
- See a doctor or clinician from the safety of your own home
- Save time and avoid transportation hassles

How do I make a video appointment and what do I need?

Someone from your doctor's office may reach out to you about scheduling a visit. You can also call our Patient Support Center toll-free at **1-800-403-4160 TTY 711** 24 hours a day, 7 days a week to request a video visit. You will be given an appointment date and time, just like a regular office visit. Once your appointment is scheduled, you will receive a confirmation message in the FollowMyHealth® (FMH) patient portal.

You will also get a reminder message in FMH two days before your visit and an email 15 minutes prior to the start of the visit inviting you to begin the check-in process.

At the time of your appointment, instead of driving to an office, you will login to the FMH system and complete your visit from your home.

You will need the following to complete a telemedicine or video visit:

1. High-speed internet access
2. A computer, smartphone or tablet with a camera or webcam, and speakers

During what hours can a video visit be scheduled? Can appointments be made same or next day?

Appointments are available based on your provider's schedule and will occur during clinic hours of operation. Please contact your doctor's office for scheduling and availability.

How should I prepare for my video visit?

Be sure to join the video visit 15 minutes in advance of your appointment. We will do our best to start your appointment on time; however, please be patient if the doctor is running a few minutes late. If the doctor is running more than 10 minutes late, a member of our team will call to inform you of the delay.

It is a good idea to participate in a video visit from your home. This is because areas outside the home can cause issues with internet access and it can be difficult to keep your personal information private and protected. Keep in mind:

- Choose a quiet room with a door that can be closed.
- Make sure the area around you does not contain any sensitive material that you do not wish others to see.
- We do not recommend that you participate in a video visit from your work, a coffee shop, car, etc.

What information will I be asked for?

Please be sure to have an up-to-date list of your medications and if you regularly check your blood pressure or blood sugar, or other vital signs, please have this information ready to share if the doctor asks. If you have any symptoms, be prepared to talk through those as well. If you have a thermometer, please have it available to take your temperature.

How do I join my video visit?

There are two ways that you can join your video visit:

1. On your smartphone or iPad, using the FMH app. The FMH app can be downloaded from the Apple App StoreSM (for iPhone/iPad) or Google PlayTM (Android).
2. You can also use your desktop computer, if it has a camera. Just type the following internet address (URL) into your internet browser: **optum.com/myportal** or use the customized link sent to you. Note that your computer must have a camera and a microphone.

FMH works best with the following internet browsers:

- Google Chrome (latest version) — preferred option
- Internet Browser — default browser on some Android devices

Can I use my phone for the visit?

A smartphone, such as an iPhone or Android device, or a tablet can be used for the visit and is the recommended device. A standard laptop or desktop computer with a web camera can also be used.

What if I don't have a phone or laptop, or am not good at using my phone?

If you are not able to use your own phone or computer for the video visit, consider if you have a family member or caregiver who may be able to help you use their device.

Do I have to pay a co-pay for a video visit?

You can find out more about co-pays by calling the Patient Support Center at **1-800-403-4160 TTY 711** or by contacting your insurance company directly.

How do I know if a video visit is an option for me or if I need to come into the clinic?

Please contact your provider's office to determine if a video visit is an option for you. Video visits are not appropriate for severe or life-threatening symptoms. If you need emergency care, call 9-1-1 or go to the nearest emergency room. In order to be eligible for a video visit you will need a FMH account to access our patient portal, and you will need access to a mobile device or computer with a camera and high-speed internet.

During the video visit, can my provider also talk about an issue my partner is having?

Our video visit guidelines mirror our in-clinic guidelines, where we focus on one patient at a time. This ensures you're receiving the great care you've come to know and expect. We are happy to schedule a future appointment for your partner.

What happens if I get disconnected from my provider during my video visit?

In the event that you are disconnected mid-appointment, you should expect a call from your provider (at your preferred phone number) with further information.

Who can I contact if I am having technical trouble with FollowMyHealth®?

If you are experiencing technical issues, please contact the Support Hotline at **1-877-290-2133**.

What if I am unable to do my video visit because of problems with my audio or video?

Please be sure to log in for your video visit appointment 15 minutes early to ensure enough time for the technical set up. If you are not able to resolve any technical issues (after contacting the Support Hotline at **1-877-290-2133**), **contact your provider's office—they may need to schedule you for a telephone appointment or in-person appointment.**

How do I cancel a video visit appointment?

Please contact your doctor's office during normal business hours to cancel your appointment.

What if I am late to my appointment?

If you are more than 10 minutes late, your provider may ask you to reschedule.

What if my provider is running late?

We will do our best to complete your appointment at the scheduled time. However, our providers may be running a few minutes behind. If they are, either our staff will communicate updates or your providers will try to send you a chat message through FMH to let you know that they are running a few minutes behind.

Will my caregiver or family member be able to join me during my video visit?

If you would like a caregiver or family member to join your video visit, you can give verbal consent during the visit for them to join. This is a one-time consent, just like if you had an in-person appointment, and this would need to happen each time you have a video visit. If you would like for someone to be your "Personal Representative" for all visits, then that would need to be provided in writing.

Will my provider still be able to prescribe me any medications or refer me to a specialist if needed following a video visit?

Clinicians are able to prescribe non-controlled prescriptions in video visits. In limited exceptional circumstances, such as during COVID-19, providers may be able to prescribe controlled substances during video visits. Providers will still be able to make specialist referrals as they would during an in-person visit.

Si necesita la traducción al español de estos materiales, llame a nuestro Centro de Apoyo al Paciente de 24 horas al 1-800-403-4160 TTY 711.

The company does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities. We provide free services to help you communicate with us such as letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call 1-800-403-4160 TTY 711. ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 1-800-403-4160 TTY 711. 請注意：如果您說中文 (Chinese)，我們免費為您提供語言協助服務。請致電：1-800-403-4160 TTY 711

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