Telehealth: E-visits, Virtual Care

STUDENTS: Everybody on campus wants what is best for you. Stay connected to a supportive network. We’re here to help each other through this uncharted time. In Ability Services, we’re only an email away: Alicia or Deb.

Through all this, remember that a healthy anxiety has a purpose. It alerts us to potential threats and helps us move toward safety. If you’re feeling some anxiety, it makes sense right now. You’re having the right reaction to current news and uncertainties.

For most Americans, the health risk from coronavirus is very low. There are many ways to lower your risk even further: keep your hands clean and away from your face, avoid anyone who might be coughing or sneezing, and protect your immune system by getting enough sleep.

If you need to contact a doctor or medical specialist, they’re available nationwide for you. If you have a home clinician, call their office first. When you call to inquire or make an appointment, they will provide you with the necessary steps to speak to the right person. To maintain social distancing protocols, all appointments that can be handled via telehealth* are currently being converted to telehealth. The transition has been quick. Many doctors have been doing telehealth appointments for years. Over recent weeks, the services have expanded dramatically. For example, at Yale Medical, there were 34 video visits scheduled on a day in the pre-COVID-19 era, whereas in a single day this week, more than 1,500 video visits were scheduled.

To participate in telemedicine, patients need to download the MyChart app (or their doctor’s preferred app) to their personal device. The app can be downloaded to a smart phone or tablet. When the appointment time comes, the patient and provider log in and talk to one another over a video connection. If you’re not sure how to do this, ask the person you called at the clinician’s office. They explain the process dozens of times each day. If it’s the first time you’re hearing it, be sure you get all the information needed. Ask questions.

The telehealth platform is completely compliant with HIPAA, the federal law that protects patient privacy. It provides the safety and security that patients deserve. Videos are not recorded. If someone is uncomfortable with a video visit or doesn’t have a device that can support it, a telephone consult is another option. A video visit is preferred, because it allows for better interactions between patient and provider. This is a new normal and flexibility should be a consideration when understanding that person-to-person appointments are not always necessary and do carry additional risks.

Telehealth is being embraced by health care providers, because they do not want a patient to endure barriers to get the necessary care. As for insurance coverage, video visits are covered just like a regular appointment would be.

*Telehealth refers to the broad category of electronic telecommunications technologies, including things like smartphone apps, while telemedicine, or video visits, are specific to remote doctor-patient services, allowing you to receive health care and services from your provider who is in a different location.
Here’s a list of medical services you may consider contacting throughout Wisconsin and Minnesota. This is not a comprehensive list.

**WISCONSIN**

WI Telehealth: https://www.telehealth.com/
Allina Health: https://alinatelehealth.com/
Atrium Health: https://atriumhealth.org/campaigns/primarycare/virtualvisit/virtualvisit
Aurora BayCare: https://www.baycare.net/media/4509/doxy-me-patient-instructions_trh.pdf
Bellin Health: https://www.bellin.org/services_programs/primary-care/primary-24_hour_access
Dr+ On demand: https://www.doctorondemand.com/
Mayo Clinic: https://www.mayoclinic.org/healthy-lifestyle/consumer-health/in-depth/telehealth/art-20044878
Medicare: https://www.medicare.gov/coverage/telehealth
SSM: https://www.ssmhealth.com/access/virtual-visits
Veteran Affairs https://telehealth.va.gov/

**MINNESOTA**

MN Telehealth:
Allina Health: https://alinatelehealth.com/
Avera: https://www.averacare.org/ecare/?gclid=EAIaIQobChMI8IqobChMl88bL66nF6AIVTj0MCh3q0AtPEAMYAyAAEgl11fd_BwE
BlueCrossShields: https://www.bluecrossmn.com/find-doctor/use-online-doctor-when-and-where-you-need-it
CenterCare MN: https://www.centracare.com/services/virtual-health/
E-Psychiatry: https://www.e-psychiatry.com/pro/telepsychiatry_minnesota.php
Great Plains Telehealth Resource and Assistance Center: https://gptrac.org/
HealthWise: https://www.behavioralhealthmn.com/telehealth
Horizon Virtual: https://horizonvirtual.net/
InnovaTel Telepsychiatry: https://innovatel.com/service-areas/minnesota-telepsychiatry-services/
IrisTeleHealth: https://www.iristelehealth.com/minnesota-telepsychiatry/
Johnson Memorial Health Services: https://jmhsmn.org/telehealth/
Lakewood Health System: https://www.lakewoodhealthsystem.com/emergency-medicine/telestroke/
MayoClinic: https://www.mayoclinic.org/healthy-lifestyle/consumer-health/in-depth/telehealth/art-20044878
MN Autism Center: https://www.mnautism.org/our-services/telehealth/
MN Mental Health Clinics: https://mnmentalhealthclinics.com/telehealth/
MNOnline Counseling: https://www.mnonlinecounseling.com/what-we-do
MN Veteran Affairs: https://www.minneapolis.va.gov/services/telehealth.asp

Olmsted Medical Center: https://www.olmmed.org/clinical-services/telemedicine-telehealth/
Noran Neurological Clinic: https://www.noranclinic.com/telemedicine
North Star Regional: https://northstarregional.com/resources/telehealth/
Sentier Psychotherapy: https://www.sentiertherapy.com/counseling/online-therapy.html
Summer Counseling: https://summercounseling.com/telehealth/
TelePsych Health: https://www.telespsychhealth.com/telepsychiatry-mn