

Telehealth Frequently asked questions, answered.

Q: What is eVisit app?

The eVisit app lets you connect with your doctor through easy-to-use, high-resolution, secure 2-way video conferencing for quick, convenient treatment.

Q: Why do patients use Telehealth?

Patients use Telehealth to connect with their doctor for quick treatment and requests, such as prescription refills, a follow-up appointment, an answer to a health question, or urgent treatment for minor medical issues.

Q: How can my doctor treat me without a physical exam?

Your doctor doesn't need to do a physical exam to diagnose and treat many conditions. That's because knowing your medical history when combined with the doctor-patient interaction makes up most of your visit. How you're feeling can be just as important to your doctor as the results of a physical exam. Plus, being able to see you and view any picture uploads via the Telehealth app gives your doctor the additional visual information needed to make a diagnosis.

Q: How does a Telehealth visit work?

It's easy! If you're a new user, the first thing you'll do is create an eVisit account. Then, you'll answer a few questions about your condition and click the "request eVisit" button at your scheduled appointment time. Your doctor will receive your request, and let you know when they'll be ready to see you. Once you accept the visit, you'll be connected to your doctor via 2-way video from your computer or smartphone. Your doctor will interact with you, answer your questions, and, if needed, send a prescription to your preferred pharmacy.

Q: Can my doctor prescribe medication?

Yes. If your doctor decides you need treatment, he or she will send your prescription electronically to your pharmacy so it's ready to pick-up when you arrive.

Q: Can Telehealth be used for medical emergencies?

No, Telehealth shouldn't be used for emergency care. If you have a medical emergency, please dial 911 immediately.

Q: Is my medical information secure?

Yes. The eVisit app is 100% HIPAA compliant, so any personal health information you provide is completely safe and secure.

Q: Do I need any special equipment to use the eVisit app?

You do need a few basics: a computer or compatible mobile device (tablet or smartphone), a webcam, and a microphone. If your computer or mobile device already has an integrated camera and microphone, you shouldn't need any extra equipment to get started.

Q: I'm not very tech-savvy. Is Telehealth still for me?

Yes! The eVisit app was designed to be very user-friendly. Imagine Skype, but with a few more bells and whistles to give you and your doctor everything you need to have a successful visit.

Q: How do I create an eVisit account?

Access our website at <https://calvertmedicine.com> and click the link 'Telehealth Visit'

Q: What conditions can my doctor treat via Telehealth?

Doctors can use the eVisit app to treat and manage a wide range of conditions. A few of them are the following.

Sore throat	Cough
Boil / infected cyst	Bronchitis
Rash	Itchy / Red Eyes
Pink Eye	Fever
Vomiting	Earache
Sinus Infection	Upper Respiratory Tract Infection (URI)
Acute Sinus Infection	Urinary Tract Infection (UTI)
Nausea	Medication Refills *Restrictions apply, speak to your Doctor

Q: What Doctors may I see using Telehealth?

The following providers are currently available via. the eVisit application.

- **Dr. Mendonca MD**
- **Dr. Okeefe MD**
- **Cindy Grandjean CANP**

Q: How much does a Telehealth visit cost?

Most visits are \$35 if you are seeing a Primary Care Physician. If you are seeing a Specialist, the visit may be billed at a higher rate. Don't worry, we don't charge your card until after the completion of your visit!