

Find A Great Telehealth Provider.

Most medical services that are provided in-person can be provided through telehealth (video). Some medical providers require patients to visit a local clinic where they will be seen by the provider from a distance through a video feed. There is typically a telehealth presenter at the clinic to assist the patient, take vital signs and assist the remote provider. Other medical providers have set up special HIPAA-secure software to be able to see a patient in the patient's own home through video conferencing. These are called direct-to-consumer services.

Like all healthcare delivery, healthcare providers should abide by laws and best practices. Here are a few best practice highlights.

- Telehealth providers (doctors, nurses, counselors, etc.):
 - Are licensed in the state where you, the patient, are located,
 - Use HIPAA-secure video systems that were made for telehealth services. HIPAA is a set of security and privacy standards telehealth providers must abide by for your protection. These secure systems hide your IP address and other identifying information. They also use an encrypted video feed and other HIPAA protocols to preserve your privacy and security,
 - Review a consent form with you to help you understand the risks and limitations of telehealth and of their capabilities. This may be performed by an administrative person or the provider directly,
 - Inform you of how to contact them in an emergency,
 - Tell you the expectations of communications with them between appointments,
 - Provide you with a summary of their findings, prescriptions and recommendations,
 - Communicate their findings to your primary care provider.

If you feel uncomfortable with your telehealth provider for any reason, it may be best to choose another one. Many capable providers follow these and other best practices and are ready to serve you.