

## INFORMATION ABOUT YOUR TELEHEALTH APPOINTMENT

To schedule an appointment please visit [www.ppkeystone.org](http://www.ppkeystone.org)  
or call 610-871-7200, option 1

### What is Telehealth?

Telehealth uses technology to connect you with our staff and clinicians from the privacy of your home. Using your own smartphone, tablet, or laptop, we can conduct your visit via a video-chat platform called **Teladoc**. It is a secure, HIPAA compliant service that allows us to provide you with high quality, affordable, and confidential health care, just like you receive when you come to one of our centers.

### What You'll Need

- A smartphone, tablet, or laptop with a camera for video, speakers for audio, and a microphone so you can speak with our staff. All three of these need to be working for a successful Telehealth appointment
- The **Teladoc** app. Download it and register as a user.
- A private space for your visit where you cannot be overheard or interrupted (for example, a room where you can close the door. We cannot provide services if you are driving.)
- Your photo ID
  - If you are 18 years or older, you will need a current (unexpired) photo identification with your picture and date of birth. Accepted forms of ID include Driver's License, State ID, Passport, Military ID, or Visa with photo
  - If you are under 18, ID is required only if you are using your insurance (school ID is acceptable)
- Payment-insurance and/or debit/credit card (see details below)

### Paying for Your Visit

- **If you have insurance**, let us know your insurance information when you make your appointment so we can check your benefits. If you have a co-pay or deductible, this will be due at the time of your visit.
- **If you do not have insurance**, the cost of your visit will be determined by your household size and income. Once provided, you will receive an estimated cost of services. The total amount may be slightly higher or lower. The total cost of your visit includes the visit fee and lab fees, if you choose to go to LabCorp to have your specimens collected. Average costs range from:
  - **Family Planning (FP)**: \$64 - \$87, with highest visit costs between \$118-\$160
    - Additional Lab Fees: \$61-\$145
  - **Gender Affirming Care (GAC)**: \$64 - \$144, with highest visit costs between \$118-\$266
    - Additional Lab Fees: \$45 - \$131
- **If you are under 18**, there is no fee for your visit.
- Visit fees are paid for with a debit or credit card (Visa, MasterCard, or Discover) using a secure merchant processor. **If you are using someone else's credit card**, they must be present at the beginning of your appointment with their ID that matches the name on the card.
- **Payment details** are taken at the beginning of your visit and processed after the visit has completed. A receipt will be emailed to you from **"PPH-Telehealth."**

## The Telehealth Visit

### Prior to your scheduled Telehealth appointment:

- We recommend that you review the documents found at <https://www.plannedparenthood.org/planned-parenthood-keystone/for-patients/telehealth-forms>
  - Before your appointment begins, you will be asked to sign consents to the information in the link titled: Medical Services/HIPAA/Non-Discrimination Notice and Patient Financial Responsibility. You may be asked to sign additional consents specific to the type of care you are seeking.
- One hour before your appointment, you will receive an e-mail or text with a link that will open the Telehealth visit. Please note that this link is only valid for a window of time around your appointment (15 minutes before and 15 minutes after). You will need to reschedule your appointment if you miss this window.

### At the time of your scheduled Telehealth appointment:

- When it's time for your Telehealth appointment, click on the **Enter Waiting Room** link, found in your email or the URL in your text confirmation/reminder.
- You will need to **allow** video and audio settings on your device when connecting to the visit.
- Click on **Check-In**. You will be brought to a screen that states: *"Waiting for your Medical Professional."* On this screen, you will have the opportunity to test your connection. If you do this step, click *"Back"* when complete.
- When staff are ready to start your visit, you will see them on the video screen.

### During your Telehealth appointment:

- **Introduction and Consent:** The visit will begin with one of our staff greeting you, introducing themselves, and having you confirm your identity by showing your ID. They will ask for your verbal consent to services with Planned Parenthood Keystone and be sure you understand your HIPAA, Non-Discrimination rights, and your financial responsibility.
- **Demographic Information:** Staff will review your name, address, phone number, email address, and preferred pharmacy along with any other pertinent information.
- **Insurance and Payment:** Staff will go over your insurance and/or payment information and collect payment details.
- **Intake:** Staff will ask about the reason for your visit, update your medical history, and provide information and education. Once all questions have been answered, they will put you on a temporary hold while they let the clinician know you are ready to be seen (screen will state *"Waiting for Medical Professional"*).
- **Clinician Visit:** When the clinician enters the visit, they will confirm the reason for your visit and ask any additional questions to make a diagnosis. They will work with you to come up with a treatment plan, e-prescribe any necessary medications, order any necessary labs, and go over next steps with you. In some cases, they may recommend that you have an in person visit with us or another provider.
- **End of Visit:** Once all of your questions have been answered and you understand the plan, the visit will be complete once you disconnect from the video session. If the clinician prescribed any medications, you may pick them up at your preferred pharmacy at any time.
- **Payment:** Your payment will be processed after the end of your visit and a receipt will be emailed to you.

<b>Troubleshooting Tips</b>	
<b>Problem:</b>	<b>Try:</b>
I cannot see telehealth staff	Letting them know you cannot see them by stating "I can't see you" or use the chat feature to send a message
I cannot hear telehealth staff	Getting their attention with gestures, ex. waving your hands or use the chat feature to send a message
I can see and hear telehealth staff but they cannot see or hear me	Check device settings to allow video and audio access to TelaDoc
Video session is dropped before visit is completed	Telehealth staff will attempt to call you and/or send you another link to reconnect. If you do not receive a call or link within a few minutes, please call us and we will help you to reconnect.
<p><b>Thank you for choosing Telehealth Services at Planned Parenthood Keystone.</b></p> <p>Please contact us at 610-871-7200, option 1, with any questions you may have before your appointment.</p>	