

Video Visits and Telephone Visits

Inova is excited to offer Video Visits and Telephone Visits to safely connect you with your provider (Physician, Nurse Practitioner or Physician Assistant) from the comfort of your home. This means you have more ways of getting your care without having to go to an Inova healthcare site.

Why are we doing this?

We are offering video and telephone visits to lower your chances of coming in contact with individuals who may have COVID-19 (coronavirus) infection.

What does this mean for you?

Choosing to have a Video or Telephone Visit just means you will continue to get your care on the day of your appointment from your provider while you stay at home. You will not have to delay your visit. If you are a new patient and need to see your provider, you can do so as well. You can call the office as usual to schedule your appointment.

How do I know what type of visit to schedule?

Existing Patient

- If you are an **existing** patient and you are able to connect to internet by phone or computer, we ask that you schedule a **video visit**.
- You will receive a message from your provider's office to start a video visit.
- You will be able to speak directly with your provider on video just as you would do during your regular visit.
- If you do not have access to the internet, then you will have a telephone visit.
- On the day of your appointment, you will receive a call from your provider's office.

New Patient

- **If you are a new patient, you do not have the option to have a telephone visit. Your first visit must be either a video visit or an in-person office visit.**
- If you are able to connect to the internet by a smart phone or computer, we ask that you schedule a video visit.
- You will receive a message from your provider's office to start a video visit.
- You will be able to speak directly with your provider on video just as you would do during your regular visit.

What do I need for a Video or a Telephone Visit?

Video Visit

Preferred Method: Video calls occur through MyChart. To do this, you need the MyChart application installed on your smart phone. You can download the MyChart app to your smart phone. This allows you to have your visit information quickly and in a secure way.

Secondary Method: You will receive a message on your smart phone or in your email with a link for Zoom. All you need to do is copy the link and paste the link on your browser to continue with the video visit.

Telephone Visit

You will only need your telephone to complete this visit.

How will I be billed for a Video or Telephone visit?

- Video and Telephone Visits will be billed to your insurance.
- Some insurance companies are waiving patient responsibility amounts (copay, coinsurance, deductible) and are allowing video & telephone visits temporarily as a covered service but you should contact your insurance plan for policy specifics.