



Learn about telehealth care

Telehealth is a quick and convenient way to get care from Devoted Medical. Here are some answers to common questions about telehealth.

What is telehealth?

Getting care by telehealth may mean:

- Interacting with a healthcare provider over video (also called a “telehealth visit”)
- Sharing details of your medical record (like photos, x-rays, or test results) with a provider electronically to help them provide healthcare

How do you protect my privacy?

Just like when you go to a doctor’s office in person, we follow all laws and regulations that apply to keep your health information private.

We use electronic systems that meet strict privacy and security standards — and we only send information that’s relevant to the care you’re getting from us.

What are my rights during a telehealth visit?

You have the right to decide who is with you during the visit.

If anyone other than your provider is listening in on our end of the call (for example, a trainee who's observing your provider), we'll let you know before the visit starts and check if you're okay with it.

You have the right to access all your health information related to telehealth.

If you want a visit summary from a telehealth visit, just let us know and we're happy to provide one.

You have the right to refuse or stop telehealth services at any time.

You can ask to get care in another way, like at an in-person appointment — but to get in-person care, we may need to switch your care to a different provider, location, or appointment time. Choosing not to get telehealth care doesn't change your plan benefits or your right to future care or treatment.

What if there's an emergency during a telehealth visit?

If you're at a hospital or clinic, healthcare staff at your location will manage the emergency. If you're at home or another non-healthcare site, please call 911 and stay on video with us until help arrives.

Questions?

Call us at **1-888-802-2738 (1-888-80-CARE-8)**,
8am to 8pm, Monday to Friday.