

## What about my privacy?

HIPAA privacy laws apply to all telehealth visits. Your provider will make every effort to ensure your privacy before, during and after your telehealth visit, just like a regular face-to-face visit. For example, your provider will use a telehealth platform that is encrypted, so no one can

listen in on your visit.

If your visit needs to be recorded, your provider will ask your permission first. All recordings and communications will be stored securely and kept confidential by your provider.



**For more information  
about telehealth,  
please contact your health  
care provider.**

Provider can insert their information  
here

**What You  
Need to  
Know About  
Telehealth**



**Your guide to  
using technology  
to get the care  
you need**

## ***What is telehealth?***

Telehealth uses technology to provide healthcare over long distances or even just across town. This lets you keep your medical or other appointments, even if you can't get to your provider's office or when you can't leave your home.

Telehealth uses computers, the internet and medical equipment to send health information, including audio and still or live images anywhere in Texas.

## ***What kind of services can I get with telehealth?***

You can see your regular doctor, physician assistant or nurse practitioner; case manager; counselor or nutritionist—just about anyone you normally see in person—using telemedicine. You can also see a specialist, even in another part of Texas, without a long drive to a major medical center.

## ***What are the benefits of telehealth?***

Telehealth helps you get regular care from the medical and health care providers and case managers who you know and trust. You can keep your appointments right in your own home or any other location that is quiet and private. You don't have to worry about how you are going to get to the provider's office or take extra time off from work or school to keep your appointment.



## ***Are there any problems with using telehealth?***

The only difference between a telehealth visit and a face-to-face visit is that your provider usually won't be in the same room as you. Although a doctor can't examine you in the same way you are used to, a lot of issues can still be addressed with telehealth, especially if it's a follow up or check-in visit. If you are seeing a specialist, you might be at your regular doctor's office and your doctor or one of the clinic staff will be in the room with you as you both talk to the doctor in another part of the city or even the state.

## ***Will my insurance pay for telehealth?***

Most of the time, it will! In Texas, Medicaid and most private insurance companies are required by law to pay for a telehealth visit when you are seen by a provider who is on your plan. Medicare and some employer health plans have different rules, so always check with your insurance company first to see if your visit will be covered.



## ***Will the healthcare I receive be just as good?***

Yes! Telehealth visits follow the same standards of care as an in-person visit. If you are seeing your regular providers at home, they can still write a prescription or send you for tests if you need them. If you are at your regular doctor's office seeing a specialist, your doctor or other clinic staff will be with you. You can see and speak to the specialist, just like at an in-person visit, and you will all see the same test results or digital images. If you are seeing your case manager, counselor or nutritionist, it will be even easier. Just talk to them like you normally would.