What is telehealth?

- Telehealth is a virtual visit with your provider. You do not need to be physically in the clinic with your provider. Rather, you can be in your own home and talk over the telephone or video chat with your provider in order to address health concerns you would normally have in a clinic visit.

- Telehealth is the preferred way to be treated by your provider at this time due to the COVID-19 outbreak, so as not to spread illnesses to others. Once talking to your provider, they can give you the proper care plan.

What telehealth services is Loyola Medicine offering during the COVID-19 outbreak?

- Loyola Medicine is offering two types of virtual visits at this time:
  - Video visits
  - Telephone visits

- The choice between a video visit and telephone visit depends on your preference, whether you are a new or established patient for the doctor you are seeing, and your medical needs.

What do I need to have at home to have a video visit?

- You need to have a computer, tablet or smartphone that has both a camera and a microphone.

- You will need internet access or data service on your smartphone with a strong enough signal to conduct a video chat.

- Depending on the application used by your physician, you may need to download an app to your device prior to the visit.

What do I need to do prior to my virtual visit?

In order to have a streamlined and successful virtual visit, Loyola Medicine recommends you do the following before your visit:

1) Sign up for myLoyola. Your care team will use this to send you a link from which to launch your video visit.

2) Complete your virtual check-in.
   a) About 30-60 minutes before your appointment time, a service representative will call your phone number on file to complete your virtual check-in.
   b) Have your insurance information and a credit card available (in case you have a copay or coinsurance) for the virtual check-in.
   c) You can also complete part of your check-in process and pay for copays using myLoyola before your appointment to speed up your virtual check-in process.

Will I have to pay for a virtual visit?

Many insurance companies have unique coverage for telehealth visits during the COVID-19 outbreak in the U.S. Check with your insurance provider or speak with our financial counselors at 800-424-4840 to confirm how your plan is covering these types of visits.

Are there certain video applications that Loyola Medicine uses for video visits?

- At this time, Loyola Medicine providers are conducting video visits using publicly available video chat applications. Doxy.me is the preferred video chat application at Loyola Medicine as it is the most secure video chat application available at this time.

- Loyola Medicine does NOT use Facebook Live, Twitch, TikTok or similar video communication applications that are public facing for video visits.
How do I start my virtual visit?
1) About 30-60 minutes before your appointment, a service representative will call you to complete your virtual check-in.

2) After virtual check-in is completed, your Loyola Medicine health care provider will:
   a) Call you to start your telephone visit (for telephone visits)
   b) Send you a link through myLoyola (for video visits)

3) Please note that your virtual visit may start 1-2 hours after you complete your virtual check-in.

How do I start a Doxy.me video visit with my Loyola Medicine provider?
1) Open the weblink sent to you by your Loyola Medicine provider using a web browser on your computer, tablet or smartphone that is equipped with both a camera and a microphone.

2) Enter your name on the screen that appears and click “Check in.”

3) Enable the camera on your device if you want to have a video visit. Otherwise, click “continue without camera” if you want a telephone visit only.

4) You will now be placed in the doctor’s “virtual waiting room.” Once the doctor is ready to see you, your visit will begin automatically.