

Telemedicine Instructions

FOR NEW PATIENTS TO THE PRACTICE ONLY:

Please go to the homepage of our website www.columbiadermatology.com and fill out the “New Patient Registration Packet” completely. Please send **24 hours** before your scheduled appointment:

1. A copy of the completed “New patient Registration Packet”
2. Copy of insurance card (front and back)
3. Photo ID

to our secure email: results@columbiadermatology.com. Subject line should say “NEW TELEMEDICINE_[Patient Name]_[Date & Time of Appointment]”

FOR ALL PATIENTS:

Please inform our staff of any changes to insurance and personal information before your visit. Billing for this telemedicine visit will be identical to a face-to-face office visit. All copays, deductibles, co-insurances will apply. If the insurance company does not cover the telemedicine services, the patient will be responsible for the cost of the visit.

When you schedule a virtual visit appointment, please specify your preferred contact method (**FaceTime, Skype or Zoom**) and the phone number/iCloud/email/Skype username. Our office will contact you at the scheduled appointment time through FaceTime, Skype or Zoom.

Equipment:

You will need a laptop, tablet or smartphone with a camera and speakers or a headset.

Before your appointment:

1. Review the **Telemedicine Consent** and provide us with verbal consent before the appointment.
2. If you have a particular skin lesion you want the provider to see up close, please take a few up-close (in focus!) photos and email them via our secure email: results@columbiadermatology.com with the subject line:
“Telemedicine_[Patient Name]_[Date & Time of Appointment]”
3. You should be in a private space where personal medical information can be freely discussed and a physical exam can be done.
4. Make sure the room is well-lit so your provider can see you.
5. Wear loose clothing that can quickly be moved so the provider can see your skin.
6. Have any medications or over the counter treatments you have tried on your skin ready to show your provider.