

# **FROM OPSMEDGRP.COM**

## **FREQUENTLY ASKED QUESTIONS**

**What is telemedicine?** Telemedicine is the practice of providing clinical care to patients at a distance using telecommunications technology. In other words, it is a method of treating patients using the internet and telephone. This can take the form of real-time video visits, secure email, or patient portal.

**Is telemedicine technology difficult to use?** Of course, this depends on the specific application, but in general, telemedicine software is designed to be as easy to use as other familiar modern applications. We have partnered with Athena Health to bring telemedicine to you. Patients and providers with a basic familiarity with online apps should be able to quickly figure out how to use a telehealth application.

**Is telemedicine private and secure?** Yes, but only when it is conducted using an encrypted platform that was designed for the purpose. Consumer apps like Facetime and Skype are not secure enough for video visits.

**Is the quality of care the same as an in-person visit?** The quality of telemedicine as a method of healthcare delivery is confirmed by decades of research and demonstrations. Telemedicine has been found to be a safe, cost-effective and convenient way to provide healthcare services.

**What are the benefits of telemedicine?** Telemedicine gives patients the opportunity to receive care without a trip to the doctor's office. They don't have to take time away from work or family responsibilities. They don't waste time traveling, or money on parking or public transportation. They don't risk exposure to other patients with communicable illnesses. And they get better health outcomes and become more engaged in their own healthcare.

**Where can I use telemedicine?** Anywhere you have a computer or smart phone!

# WHEN TO SEE THE TELEDOC

any time you want to talk to a medical professional in minutes about sinus problems, ear infections, respiratory infections, allergies, sore throat, urinary tract infections, cold and flu symptoms, and many other non-emergency illnesses.

# STUDENT HEALTH SERVICES – COVERED SERVICES

The following Ops Med services are covered by students' medical fee.

- Office visits and general consultations
- Pregnancy testing
- Pregnancy and sexually transmitted disease counseling‡
- Family planning counseling
- Urinalysis
- Diagnosis and treatment of urinary tract infection†
- Vaginitis diagnosis and treatment†
- Management of viral and bacterial infections, gastroenteritis, pharyngitis, sinusitis, bronchitis, skin infections, dermatitis, urticaria†
- Strep throat screening†
- Referral for lab work‡
- Allergy injections, rabies and meningitis vaccinations (vaccine and allergy meds paid for by student) No injection fee charge for vaccine administration.
- TB skin testing
- Finger Stick Blood Glucose, Hematocrit, and other quick clinical tests
- Assessment of injuries and referral for x-rays‡
- Follow-up care for visit‡
- Referral of any serious injury‡
- Collection of blood, urine, sputum, stool, and wound swab‡

†Students are responsible for the cost of medications or antibiotics used in the treatment and management of disease.

‡Students are responsible for the cost of referred medical services plus outsourced laboratory fee, X-rays and other imaging and/or diagnostic procedures and services.

**Student Health Services**

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STEP 1

<https://www.opsmedgrp.com/telemed>

Create or log in to patient portal

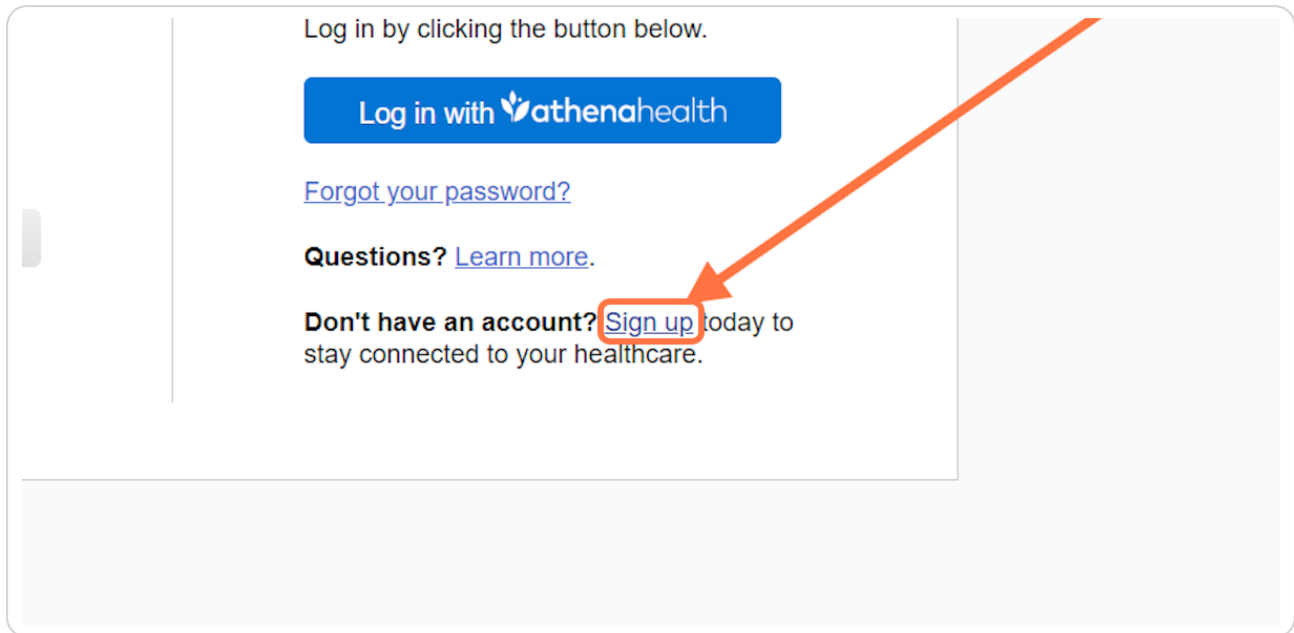


**2 Patient Portal**

## STEP 2

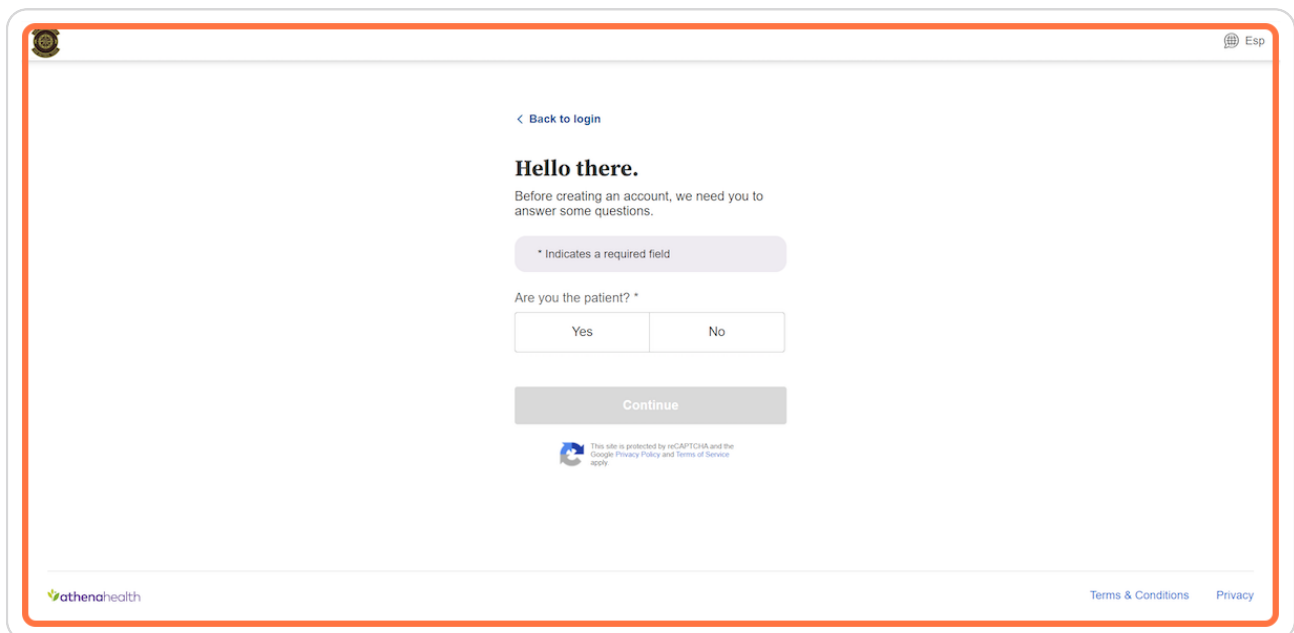
### If you don't already have an account, click on Sign up

Complete your information.



## STEP 3

### Complete your information



#### STEP 4

Once you have completed your information, call or text (726) 800-9802 to complete your registration and schedule your appointment.