Oregon Medical Group's Telehealth Care Solution

Yes! We Can See You Online

To allow Oregon Medical Group to continue to care for you in a manner that is more comprehensive than what a phone call allows, but that keeps you home and away from COVID-19, we have implemented a digital 'telehealth' approach called 'Doxy'. This tool lets you and your provider have an appointment using video. (It's a lot like Facetime, WhatsApp or a video call, but with HIPAA-level security to ensure your privacy.) If you and your clinician feel you need to be seen at this time and that telehealth is sufficient, you'll be given additional information when you call your clinic.

The telehealth tool we have adopted is called 'Doxy' and its requirements on your end are basic:

- ✓ You need a smartphone or iPhone with a camera and microphone and access to the internet OR you need a computer with a camera and microphone, and internet access.

- ✓ Our clinicians found that the desktop or laptop model worked better than the phone, simply because the larger screen allowed for an experience that is closer to what we're accustomed to with a personal visit.

- ✓ You do not need to download software or register before using this tool.

How To Set-up a Video Appointment

Here's how to see your clinician:

1) Call Oregon Medical Group as you normally would. If we think you should be seen by a clinician but that we can provide care in this new way, you will be scheduled for a Doxy 'telehealth' appointment.

2) For your appointment:

   a. You will be called to prepare for your appointment and confirm your telephone number and email address.

   b. Before your appointment, you will receive a link via a text message or email from your clinician. (We'll use a text if you plan to use your phone, and an email if you plan to use your computer.)

   c. You can click the link or go online and enter the doxy.me address you were provided.

   d. Enter your name and click 'check in'. This will place you in a virtual waiting room.

   e. When prompted, allow your browser to use your webcam and microphone.

   f. Your care provider will start your visit.

   g. That's it!

Tips and Troubleshooting:

- Make sure you're in a place with a good internet connection, where it will be quiet so you can hear well.

- Make sure you are in a private location.

- Restart your device before the visit.

- If you aren't accustomed to video conferences, give yourself 5-10 minutes before your appointment so you have time to adjust your camera view, volume, etc. Try the "start test" button in the virtual waiting room.

- Need help? Go to help.doxy.me and use the search bar. If you're running behind, just let your provider's office know.
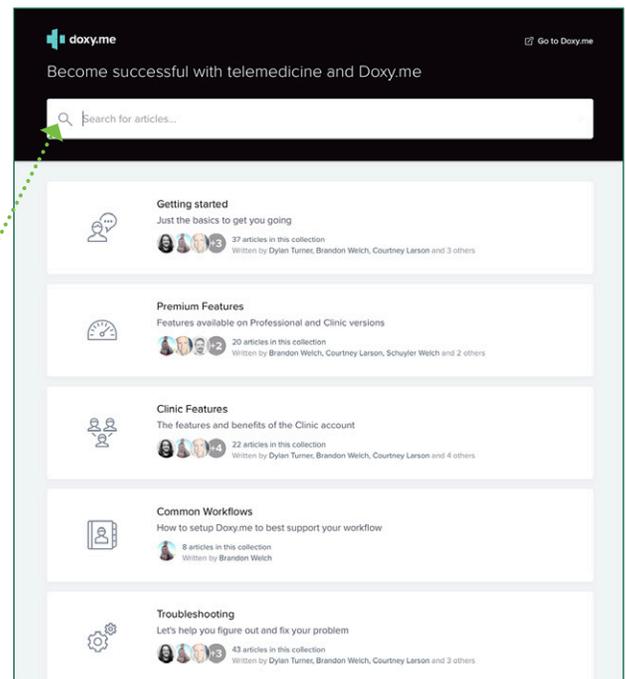
Facts About Telehealth and Doxy

What It Is

Telehealth lets us use real-time, interactive audio/visual communication to provide the closest thing to an in-person visit: a video-based session between you and your provider.

An Oregon Medical Group telehealth visit uses a website called 'Doxy' to connect you with a clinician. Basically, you will have a video chat on a computer or mobile device with your clinician. It's a virtual office visit.

Privacy

Your Doxy visit is entirely private and confidential. Telehealth visits are never recorded or shared. However, it is very important that you conduct your visits in a private, quiet, secure location.

Eligibility and Availability

At this time, new and established OMG patients are eligible to have telehealth visits with an OMG clinician.

The Future of In-Person Visits

Telehealth is just one tool OMG is using to provide care and we are relying on it heavily during the coronavirus/COVID-19 situation. You can return to in-person visits when the situation improves or if you and your clinician determine an in-person visit is needed before that.

Costs and Paying for a Visit

Depending on your insurance coverage, you will be charged your usual co-pay/deductible, or you will be charged as a regular office visit fee for each virtual visit. Call OMG at 541-687-4905 or email RevenueCycleManagement@oregonmed.net for costs specific to your situation and coverage.

The telehealth aspect of this service is not likely to change eligibility for HSA or FSA, but we recommend that you check with your employer or health insurance company to confirm.

To Get Started

Many OMG clinicians are conducting telehealth visits. Please check availability with your clinic.

Minimum System Requirements

Please make sure you have the following before starting a telehealth visit:

- Mac/PC/Linux/Chromebook with camera, microphone, and speaker
- Internet connection with at least 2MBPS download and upload speeds. You can check your network speed here: https://speed.measurementlab.net/
- The latest version of either: Google Chrome, Mozilla Firefox, or Safari
- You'll need to have the **latest operating systems** such as Windows 10 or MacOS Catalina to obtain the latest versions of the browsers listed above. Find help updating here: https://help.doxy.me/en/articles/3031349-how-to-update-your-operating-system
- JavaScript must be enabled. (This is enabled by default. If yours is not, you'll receive a message in Doxy that you need to enable it.)
- If you have trouble connecting, make sure TCP ports 80 and 443 are open. (This is probably only an issue if you are using a device within an organization that uses firewalls.)

For iOS and Android (iPhones/iPad and smart phones/tablets) you need:

- Use Safari 11+ on your iOS (Apple) devices. This link will help you update if needed: https://support.apple.com/en-us/HT204204
- Google Chrome on your Android device
- You can check support for your device by running Doxy's diagnostic tests: https://help.doxy.me/en/articles/2350614-connection-issues-diagnostic-tests