



TELEHEALTH SERVICES

Effective, **Monday, March 23, 2020** MSCA will offer **Telehealth Services** to all established patients requiring follow-up visits. Patients should call MSCA scheduling line phone, 404-351-0205 to reserve their telehealth visit appointment.

What patients can expect when using telehealth services:

- Patients can remain in the safety of their homes during the visit.
- If you have an existing appointment, you have an option to change your in-clinic visit to a telehealth visit.
- Patients must have a smart phone, computer, or laptop with a camera feature to ensure an optimal visit experience.
- Patients must log into [“Follow My Health”](#) to begin their appointment **(FAQs are answered on the next page)**.
- Payment for services will be submitted to your insurance provider.
- Appointments will be offered during normal clinic hours Monday- Friday 7:30 am – 4:00 pm (varies by provider).

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“CARE IS JUST A CLICK AWAY”



FREQUENTLY ASKED QUESTIONS

Effective, **Monday, March 23, 2020** MSCA will offer Telemedicine Services to all established patients requiring follow-up visits. Our patients can remain in the safety of their homes and still receive healthcare. Here are some answers to your top questions.

How do I set up an appointment?

Patients should call MSCA scheduling line phone, 404-351-0205 to reserve their telehealth visit appointment.

What if I have an existing appointment and want to change it to a telehealth appointment?

If you have an existing appointment, you have an option to change your in-clinic visit to a telehealth visit. You will need to call the front desk 404-351-0205 to adjust your appointment.

What is required for my appointment?

Patients must have a smart phone, computer, or laptop with a camera feature to ensure an optimal visit experience. Patients must log into "[Follow My Health](#)" to begin their appointment.

Payment for services?

Payment for services will be submitted to your insurance provider.

Can I use telehealth to refill my controlled substance medication?

Yes, the DEA recently approved the use of telehealth services to refill controlled substances.

When can schedule my appointment?

Appointments will be offered during normal clinic hours; Monday- Friday 7:30 am – 4:00 pm.

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