



THE MULTIPLE SCLEROSIS  
CENTER OF ATLANTA

## 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 smartphone, 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 page 5 of this document).
- 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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## INSTRUCTIONS

Telemedicine or telehealth visits use audio and video to connect you to your healthcare provider. These are sometimes called “virtual visits”. You will be able to see, hear, and talk to your provider, just like you do in the office. Currently, these visits can be done between you at home and your provider in their office. You will be billed for the visit the same as if you were seeing your health care provider in person. The telehealth appointment is private, using MSCA’s secure patient portal FollowMyHealth software to make the connection. A FollowMyHealth patient portal account is required to conduct your telehealth visit.

### **How to prepare for a Telehealth visit:**

- Sign up for a FollowMyHealth patient portal account by contacting our office. An invite will come to your email address we have on file for you and you’ll need to complete the registration process. *If you have an account, sign into the account to assure you know the username and password.*
- Decide which device you will use for the visit. Telehealth visits work best using the FollowMyHealth app for your mobile device or tablet. However, you can use a Desktop computer with external webcam and microphone or laptop with webcam (integrated or external) and microphone. Desktop and laptop computers must use Google Chrome or Internet Explorer as the web browser.

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**If you decide to use your mobile device or tablet:**

- Download the FollowMyHealth from the app store applicable for your mobile device.
- Example of the app icon:



- Sign into your account on the FollowMyHealth app.
- Once prompted, allow the app to send notifications, access the camera and microphone.
- Plan where you will be during the visit. Make sure the space is private, so you can discuss personal medical information. You should do the visit in a quiet, well-lit room. You can sit near a window for natural light or near a lamp. But don't sit in front of the window or lamp, or you will appear like a shadow.
- Find a steady place to put your laptop, tablet, or phone. You should not hold your tablet or phone during the visit, as this can cause a very wobbly video. If you are using a webcam, try to have this at eye level. Prop up your phone or tablet. If you don't have a stand, you can make one yourself with cardboard.
- If possible, use a wired internet connection (with an ethernet cable), or make sure that your phone is connected to your home's wi-fi. A bad internet connection may cause your provider to not hear or see you.
- Complete any registration forms sent to you by your provider via email or text messages.

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**15 Minutes before the start of your appointment:**

- Set up and check your computer or phone as you planned above.
- Make sure your space is quiet.
- Be sure that your laptop, tablet, or phone is either fully charged or plugged in.
- Check your audio: Make sure your volume is on (sound not muted). Test your microphone.
- Test your video to make sure that the lighting is good – turn on overhead lights, put a lamp near your phone, or sit near (but not in front of) a window.
- If you are using a computer with a webcam, try to have the webcam at the same level as your eyes.
- Log into your FollowMyHealth account. If using your smartphone or tablet, you'll sign into the mobile app. If you're using a desktop computer or laptop, go to [www.followmyhealth.com/login](http://www.followmyhealth.com/login) and sign in.
- Click "Check In" to start your visit. Follow the prompts by clicking "Next", which is located at the bottom of the right side until you see "Submit. At that point, you'll move into our virtual waiting room.
- Do not close the app or webpage. You'll be notified when your provider has joined the visit.
- Contact our office at 404-351-0205 if you have technical problems.

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## 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 smartphone, 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 I schedule my appointment?**

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

*"CARE IS JUST A CLICK AWAY"*