



CPG Telemedicine

Due to the current COVID-19 pandemic, the government has issued new healthcare regulations. We may now offer TeleMedicine services to ALL of our patients regardless of what type of insurance you have. These changes are currently in effect until **June 14, 2020**.

CPG utilizes **Doxy.me** for TeleMed appointments, but due to occasional connection issues we may at times also implement **FaceTime** and **Zoom** as alternate TeleMed platforms. Once your TeleMed appointment has been scheduled, an email with instructions and a meeting link will be sent to you.

Please be aware that TeleMedicine does have **diagnostic limitations** and we reserve the right to request that you make an **in-office appointment for further evaluation if it is medically necessary**. If this is the case, we will only bill you for your in-office visit.

SICK VISITS

Our providers will be taking appointments for services that may not need an in-person office visit. Examples of these visits include the following:

- ADHD/Mental Health Routine Maintenance visits
- Pink eye for patient 2 years of age and older
- Rash without other symptoms
- Constipation
- Allergy symptoms without fever
- Reflux or spit up
- Acne
- Ingrown Toenails
- Thrush, Diaper rash

WELL VISITS

Well visits via TeleMed are an option for our patients that are **24 months old and up**. The reason for this age distinction is founded in statements released by both the American Academy of Pediatrics (AAP) and the CDC stressing that “the delay or avoidance of vaccines will put our community at risk for vaccine preventable diseases.” The resurgence of pertussis (whooping cough) and measles is already a reality in our society. Imagine adding to this polio and diphtheria (which are gaining footholds overseas according to the World Health Organization) or a slew of other diseases in our current pandemic state.

The TeleMed well visit occurs in 2 parts:

1. The **Virtual Visit** - *Paperwork and discussions*
 - **Forms** which need to be completed by parents (AND if age appropriate, the patient) will be emailed to you **one week prior** to your TeleMed well visit. These need to be returned to us by email 72 hours prior to your visit.
 - **24 hours prior** to your visit, a nurse will call you to obtain **weight and height** measurements as well as review any missing information.
 - On your appointment day, your provider will discuss with you any questions or concerns regarding your child including developmental concerns, social/environmental concerns, dietary concerns, and/or behavioral concerns.
2. The **In-Office Visit** - *Physical exam and “closing the gap”*
 - This is an ***in-person*** visit **WHEN THE CURRENT PANDEMIC SITUATION HAS IMPROVED**. We will call to schedule you when 2nd visit appointments become available on Saturday mornings (just like our flu clinics in the Fall).
 - This visit is **strictly** reserved for:
 - i. Physical exam
 - ii. Bloodwork
 - iii. Pre-K/Kindergarten and Adolescent vaccines
 - iv. Making sure that any referrals or advice given during the virtual visit are carried through to completion
 - v. School and Camp physical forms
 - Any developmental concerns, social/environmental concerns, dietary concerns, and behavioral concerns **SHOULD BE ADDRESSED DURING THE VIRTUAL VISIT**.
 - These 2nd visit appointments are **NOT** open to sick visits.

Please note that although the TeleMed well visit occurs in 2 parts, the wellness visit is billed as **ONE** wellness/preventative care visit towards your insurance year (i.e., you are not being billed for 2 well visits in one year).

This is a work in progress and a situation that is evolving daily. We look forward to serving our patients and their families during these upcoming weeks and thank you for your patience.