

## FAQS

Virtual care appointments allow you to connect with your provider and care team using your smartphone. Video appointments with your provider are an easy, low stress way to access healthcare without having to come to the health center.

### Do I need to download anything for this video care appointment?

No - you do not need to download anything or create any accounts to have your appointment.

### Is my video visit safe and private?

Yes - Lowell CHC uses a HIPAA- compliant video tool. No one else can hear or see your appointment.

### Will insurance pay for my visit?

Yes - your video visit will be billed the same way as an in person visit.

### How far before my appointment will I receive an appointment reminder?

You will receive an appointment reminder via text within 48 hours of your scheduled appointment with instructions on how to join your video appointment.

### Can I have a virtual appointment with my provider from Lowell CHC if I am not in Massachusetts?

No. In order to have a virtual appointment, you must be located in the state of Massachusetts.

## FAQS

### Will insurance pay for my video appointment?

The Health Center accepts many forms of insurance including, MassHealth and private health insurance. We will bill your insurance for the virtual appointment. Similar to in person appointments, you may have copay (shared cost) based on your insurance plan.

### What if I don't have insurance?

Services are available on a sliding fee scale for those who may qualify. Lowell CHC have Enrollment Staff that can help you obtain insurance coverage. No one will be denied access to care because of inability to pay.

For more information or for questions, see our website [www.lchealth.org/patients/virtualcare](http://www.lchealth.org/patients/virtualcare) or ask your healthcare provider.



161 Jackson Street  
Lowell, MA 01852

[www.lchealth.org](http://www.lchealth.org)

# Virtual Care Appointment Guide



*Caring For You, Virtually*



## Prepare for your visit



Be in a quiet, private space with your smartphone at time of appointment.



Do not perform activities like driving or multitasking during your appointment time.



Eliminate distracting background items, like lighting, pets, or other people from your space.



Confirm you are connected to internet (preferred) or cellular data.

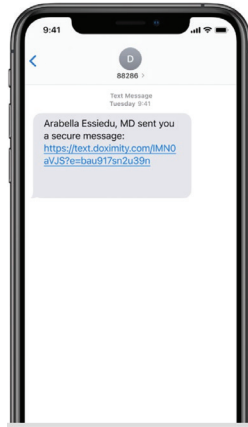


Have your medications handy.

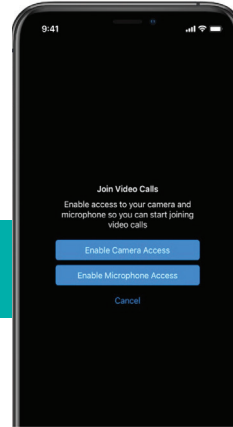


Use headphones to ensure good quality sound.

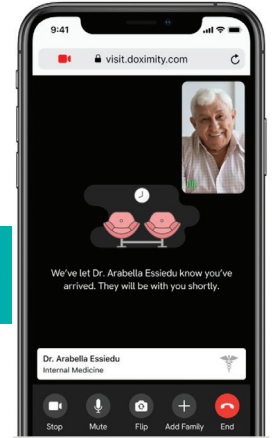
Note: If your provider is running more than 30 minutes late for your virtual appointment, you can call 978.937.9700 .



You will receive a text from an 882-86 number inviting you to join a video call.



Tap the 'Enable' buttons to grant both camera and microphone access so you can be seen and heard.



Tap 'Join Video Call' and you'll be brought into the video call room.



You are now in the video call room and connected with your provider.

## When you're connected:

Position your face in center of camera frame. Make sure your provider can see you clearly.

If possible, set up device at eye level on a flat surface. Make sure you are in a quiet private place where you can comfortably speak to your provider.

Share your medical concerns, experience, and questions with your provider. All conversations are private and HIPAA compliant.

If you get disconnected, you can rejoin by clicking "Rejoin".