

## Frequently Asked Questions

**Question** How does a VirtualCare visit compare to a traditional in-person provider encounter?

**Answer** The interaction is very similar. The health care provider will ask pointed questions to assess your overall well-being, with a focus on your chief complaint. This process is to assure the health care provider that you are a candidate for treatment. If the health care provider has any urgent concerns about your health, you may be referred to the appropriate level of care. This referral to an ER or specialist currently occurs only about 5% of the time (for urgent care type visits).

**Question** How can a health care provider treat me without physically seeing me?

**Answer** For most common or chronic illnesses, a telephone and video interaction with a health care provider can effectively replace an urgent care or emergency room visit. The health care provider does not need a physical exam to diagnose and treat most urgent care illnesses. Taking a thorough history is historically considered "90% of the evaluation" when coupled with provider-patient interaction. This is effective for diagnosis and treatment in a large majority of cases. How a patient feels can be just as important clinically as what their physical exam reveals, in most simple cases.

**Question** Is diagnosis without a physical exam effective?

**Answer** Internal medicine and family practice health care providers have for many years evaluated patients, while on call, who they have neither seen nor examined. Evidence that this type of treatment is effective comes from decades of primary care health care providers treating their patients effectively over the phone—when on call, after hours and on weekends. The Healthstat VirtualCare solution improves what has already been established as successful, with new digital technology that advances this interaction. Health care providers can see patients through our video link and thus receive ample information to diagnose a majority of common illnesses.

**Question** Do health care providers prescribe medication via VirtualCare?

**Answer** Yes; if the diagnosis warrants treatment, a health care provider may be able to prescribe a medication for a patient

**Question** Is the process complicated to see a health care provider via VirtualCare?

**Answer** Not at all. The system was designed with patients' needs in mind, to make the overall experience accessible and intuitive. We have designed our system to optimize the experience based upon your device of choice (phone, computer or mobile device) for the visit.

**Question** Is my medical information secure?

**Answer** Absolutely! We are committed to safeguarding and protecting all personal information, including medical information about you. We employ administrative, physical, and technical measures designed to safeguard and protect information under our control from unauthorized access, use, and disclosure. These measures include encrypting your personal information when we store or transmit it and using secure servers that we back up daily. We are designed to be fully HIPAA (Health Insurance Portability and Accountability Act) compliant.

**Question** How do I ensure that consultations are conducted in a consistent, medically appropriate manner?

**Answer** Healthstat VirtualCare providers deliver care using the same clinical protocols that are in effect at face-to-face appointments, like: not prescribing narcotics, deciding on the age of pediatric patients to be seen in advance, knowing where to send a patient for an emergency, and adhering to general practice guidelines.