



## PHYSICIANS CENTER CLINIC NEWS TELEHEALTH AVAILABLE NOW

In an ongoing effort to provide care and do our part to help keep our community healthy during the COVID-19 pandemic, the Clinic will now provide telehealth appointments for you to see your provider without having to leave your home.

Our providers will utilize the secure VSee Clinic platform to take care of you via smart phone, tablet or computer. The patient will need to make sure they are able to have a microphone and camera either built in to their device or added to the computer to use this service.

**How it works** – Patient will call 775-273-2621 x1 to make an appointment with their provider, a time and date will be set and your email will be verified. Reception will send a test email to ensure the patient will be able to access the link prior to the appointment time. If the patient does not have audio capabilities, they may call in to the telephone number provided in the email. Registration and co-pay collection will take place at check in time on day of appointment. The day of the appointment, the MA/CNA will send the patient the invite to join the waiting room at the time of their check in for the appointment. Your provider will see that you are in the waiting room and connect to begin your appointment.

The Clinic staff are available to help troubleshoot connection issues and how to use your device to connect for your appointment.

There may be certain instances where an in person, face-to-face appointment, may be needed instead of a telehealth visit or if the patient is unable to connect via a device with audio and visual.

Providers accepting telehealth visits include Dr. VanGuilder, Dr. Vacek, Tyson McBride, Physician Assistant, Jacob Lewis, Physician Assistant and Melissa Washabaugh, Psychiatric Mental Health Nurse Practitioner.

We are hopeful this new service helps provide you with the convenience for preventive care to continue to stay strong and healthy. *Together in Community, Together through Life*

Sincerely,

Your PGH Healthcare Team

*Due to unusually high traffic for telehealth, it may be necessary to use the visual portion of the appointment and call in via telephone at the same time. If your appointment is cut off due to low bandwidth, your provider will contact you via telephone to discuss an alternative visit.*

April 22, 2020