



What to know about video visits

At Atrium Health Sanger Heart & Vascular Institute, we're here for you and all your cardiovascular needs – with COVID-Safe care. We've added strict safety protocols across our locations and more virtual care options, making it easy for you to get the care you need while staying COVID-Safe.

We're also committed to providing the highest quality care, both virtually and in person. Our video visits are easy to use and you receive care from the comfort of home.

Your provider (physician, physician assistant or nurse practitioner) will help you determine what is most appropriate for you.

Here's some important information about video visits.



What makes a video visit beneficial?

- Visit times that work for you
- Same personal care by seeing and talking with a provider face-to-face
- Comfort of care from your home
- No time spent traveling to and from and waiting for your appointment
- No risk from being out in the community, for your safety and the safety of others



What will my video visit be like?

Your video visit is just like an in-office visit. The only difference is that you and your provider meet face-to-face on a computer screen. Your provider will:

- Review your medical notes
- Talk to you about any changes to your care plan
- Order lab work (if needed)
- Give you a chance to ask any questions you may have



How do I join a video visit?

Your doctor's office will send you an email or text with a link to join your visit. They will send this the day before or the day of your video visit. A member of our team will call you before the video visit to:

- Get your vitals (blood pressure, pulse rate, breathing rate)
- Go over the medicines you are taking
- Make sure that you can get into the virtual waiting room



Which vitals are taken and how?

Vitals are of great value but not always critical. Your blood pressure, pulse rate and breathing rate are most often taken. We suggest you have a blood pressure cuff at home, but you do not have to. More measurements over time are better than 1 measurement at the doctor's office. Your provider will guide you through this step, and you will be able to tell them your numbers during the video visit.



How does lab work get done?

You may need lab work before the visit or after as a follow-up. If so, your provider will order this for you.



What is the cost?

Your insurance will be billed for a video visit as if you were going to an in-office visit. If your provider asks for an in-office visit during your video visit, you will not be charged for the in-office visit.



What happens if there are technical problems?

Video visits are easy to use, but technical problems can happen. There are some things that can lessen the chances of technical problems.

Before your visit:

- Test your microphone and video connection
- Make sure you are connected to the internet
- Allow your device to use your camera and microphone
- Turn your volume up

Let your provider know if you have any technical problems during the visit. They might have to change their settings to fix the problem. In some cases, it may be best to finish the visit over the phone. If you're still having trouble and the video visit cannot be finished, you can plan an in-office visit. If this happens you will not be charged for the video visit. Call your doctor's office to reschedule your visit.

Interested in a video visit?

Call your doctor to see if it's the right option for your next visit.



We are COVID-Safe. Learn about the extra steps we take to keep you safe and comfortable: [AtriumHealth.org/Safe](https://atriumhealth.org/safe)



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