

ABOUT YOUR TELEHEALTH VISIT

Thank you for making your appointment with us. Please review this information and give us a call at 800-230-7526 if you have any questions.

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We have scheduled your visit to be done by telehealth. **This means that you do not need to come into a health center.**

- Planned Parenthood is offering telehealth visits in an effort to make sure we can take care of your health needs as quickly as possible and in as many ways as possible.
- Your visit will be conducted via a secure video conference similar to FaceTime and other video chatting apps. You should be alone in a private location (like your home or car) during the visit.
- A video link will be sent to your email. Please save the link until you complete your visit and be prepared to use either a Chrome or Firefox browser for the visit. If your phone defaults to a Safari web browser, you may have to download an app to complete this visit (the link to download the app will appear at the time you click on the link).
- You can use the browser on your computer (Firefox or Chrome) or download the InTouch Patient app for your smartphone (Android & iOS).
- You will receive an encrypted email from a staff member the day before your appointment to remind you of payment expectations, share the payment link, and give some helpful reminders and technology tips. To open the email you will need to create a password.
- You will need to log in 10 minutes before your appointment to view, read, and sign consents for medical services, electronic communication, and HIPAA.
- Have your state ID, or school ID/year book for minors, ready to show on camera at the time of your appointment.
- You must be physically within the State of Michigan during your visit.
- The telehealth visit should take approximately 40 minutes.
- If you have not joined within 5 minutes after the start of your visit, we will cancel the appointment.

PAYING FOR YOUR VISIT

- We request payment in full before your scheduled appointment time.
- You will need to pay \$35 online at [PPMI.org/billpay](https://ppmi.org/billpay) on the day of your appointment unless you have insurance. If you have commercial insurance, a staff member will call from a private or blocked number to let you know of any required co-pays needed before your visit.