

Telehealth Visit Instructions

Thank you for your interest in accessing telehealth services with Planned Parenthood Southeastern PA!

When you sign up for a telemedicine visit with us, here's what to expect.

Making an Appointment

You can access a telehealth appointment online or by calling us at 215-971-1552.

Telehealth appointments are available at this time for most visits including birth control, emergency contraception, pre-exposure prophylactic medication for HIV prevention (PrEP), Gender Affirming Care and STI screening/testing. If you're not sure if you're having symptoms, we recommend asking the call center if an in-clinic appointment is right for you.

Please note that telehealth appointments are only available for individuals age 13 and up.

Insurance and Fees

If using insurance have your ID and insurance details ready at the time you make the appointment

If you don't have insurance, that's okay. We provide sliding scale services for people who need to pay out of pocket for telehealth care. You'll be informed of an estimate of how much your visit will cost during the check-in process, and asked to provide credit card information.

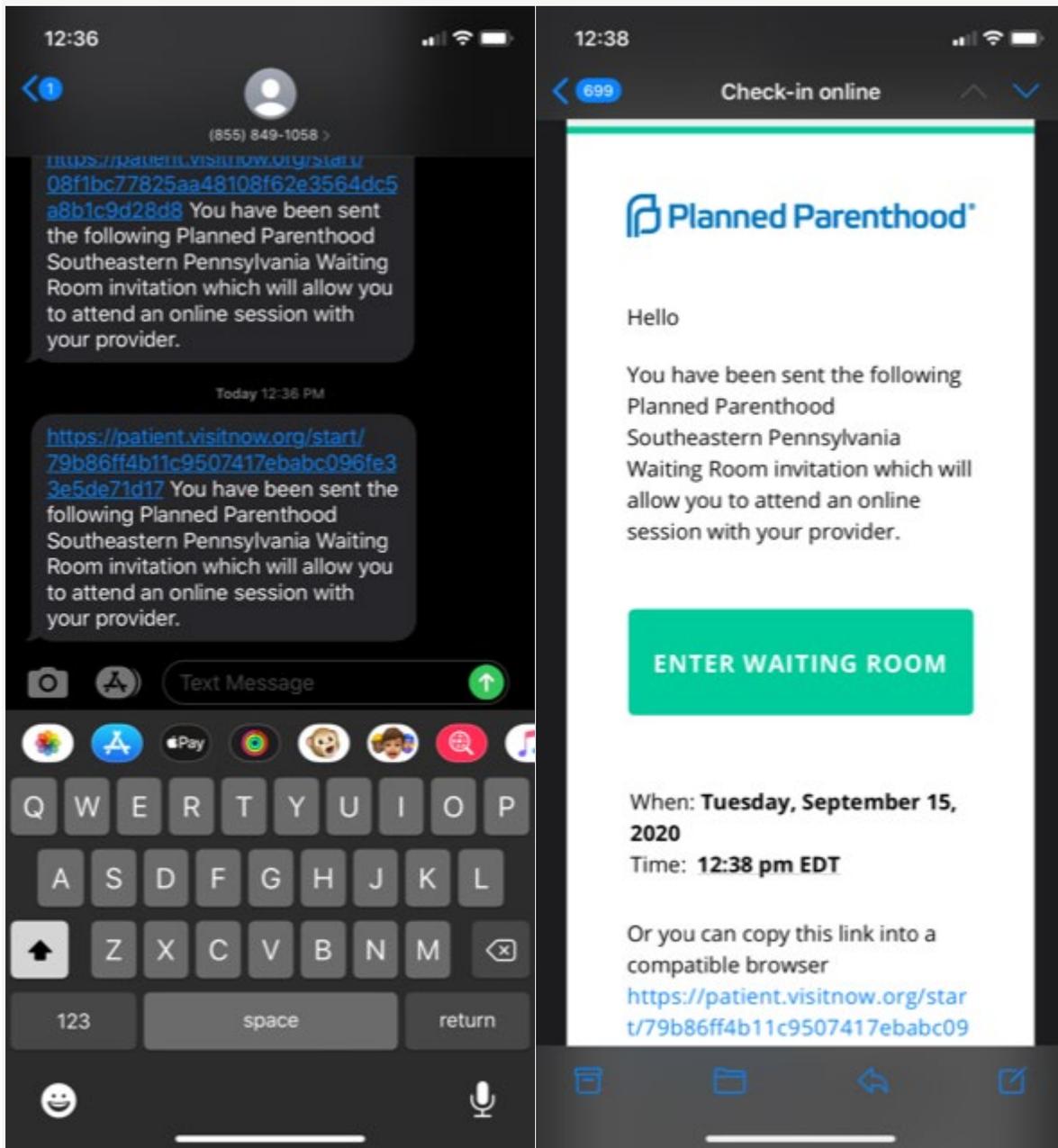
Preparing for your appointment

Your telehealth appointment will not take place at the health center.

At the time of your appointment you will receive a call from the center. We will call you from a blocked or un-identified number. Many smartphones have a setting to reject or silence these types of calls. Please review and change your phone settings as needed.

We'll conduct your appointment over the phone or video. Based on the reason for your appointment, we may send you a link for a Telehealth video visit. You should be in a private, and quiet location, with good reception during the appointment. If you need to come to the health center, we will set up a time for you to do that at the end of the telehealth appointment.

Video based Telehealth appointment details



Receiving Your Invitation

The morning of your appointment you will receive a link through email or text with information about how to access your virtual appointment. Click the link at your appointment time to access your appointment. Hang on to the email or text with your appointment link until your visit is complete.

(Don't worry -- your email account will only be used to send you the link to your visit! You will not get any other email messages from our service.)

Preparing for Your Appointment

Before you enter the virtual waiting room, there are a few steps you can do to make sure your appointment goes smoothly.

- Close any unnecessary background apps and processes on your phone, tablet, or computer.
- Make sure all devices (such as webcams or speakers) that you plan to use are plugged in and working.
- Download the InTouch Patient app from the [Apple App store](#) or [Google Play store](#) so it's ready to use for your appointment.
- Ensure your internet or data connection is stable and that you are close by any access points.
- Be in a private place, as your provider may ask personal questions during your visit. Consider using a headset or headphones if you have them.
- Try to minimize distractions in your space.
- Have everything you need close at hand, such as your insurance card or credit card, so that you don't need to move around during the call.
- If you have a computer, we advise using your computer to access your appointment in case you need access to the other apps on your phone.

Please be advised that the virtual waiting rooms that Planned Parenthood uses are not compatible with Internet Explorer or Microsoft Edge. iPhone users will be prompted to download an app called InTouch Patient when they access their appointment. This app can also be downloaded in advance to save time.

Troubleshooting During Your Visit

If you have audiovisual or connectivity issues during your visit, try reloading the link in your browser.

If you continue to have issues, your healthcare provider will reach out to you by phone. Our phone number often appears as a blocked caller for your privacy. Please be sure to answer this call. You can also always call us at 215-971-1552 if you have any issues.

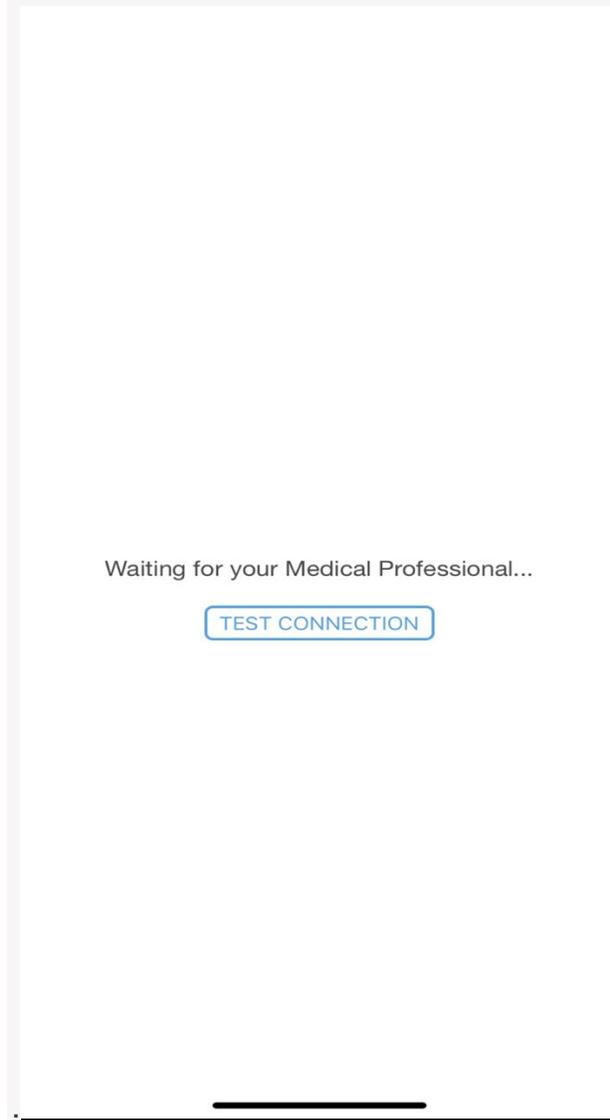


Accessing Your Appointment

When your appointment time arrives, click the link to enter the waiting room for your appointment. Then hit Check-In, and hit Confirm at the bottom of your screen to be placed in your virtual appointment.

If you are an iPhone user, you will be prompted to download the InTouch Patient app to access your appointment. Make sure to open the link in the app once you have it installed.

The app allows a small 15 minute grace period window if you wish to arrive early for your appointment. If you are more than 15 minutes late, the link you received will no longer work, and you will need to reach out to us at 215-971-1552 to reschedule.

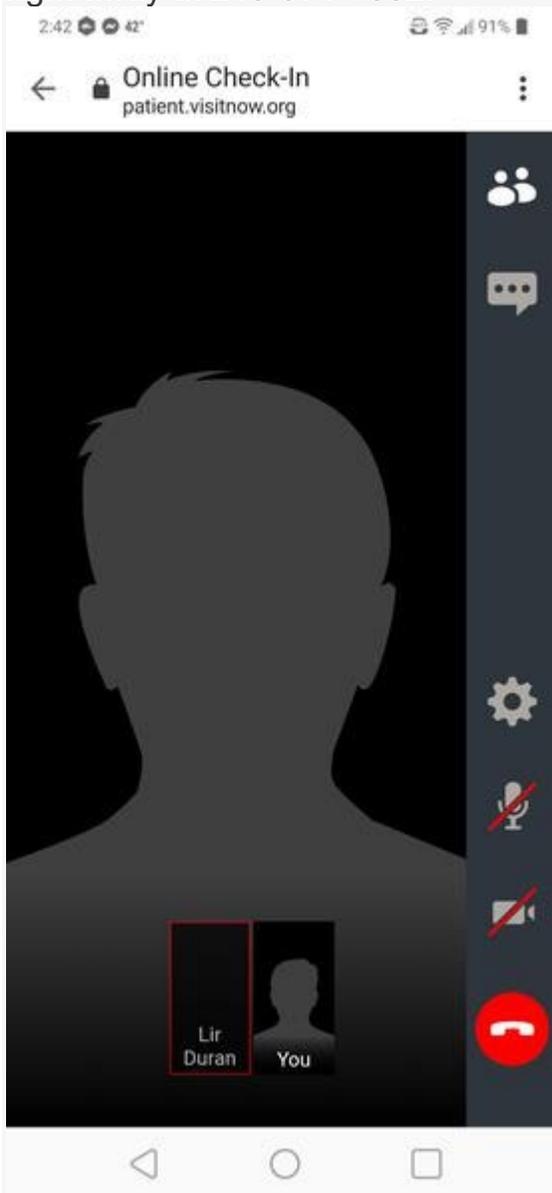


Waiting for the Provider

After you've completed your check-in, you'll see a screen that says "Waiting for your Medical Professional." Please wait patiently; when your provider starts the session, your browser will automatically start the call.

During the time that the Waiting for your Medical Professional message displays, do not navigate away from the waiting room screen to any other applications or services. If you do so, your phone or computer may not alert you when your provider starts your appointment, and you may miss it.

If you have any issues at all accessing your virtual waiting room, please call us right away at 215-971-1552.



Your Appointment

Once your healthcare provider joins the call, feel free to toggle any associated audio options using the microphone and camera buttons on the right hand side of the screen. You may need to allow the program to access your camera and microphone. If you are having connection problems or cannot hear the provider, you can use the chat function by clicking or tapping on the speech bubble.

When your visit is complete your provider will disconnect the call, however, if you need to leave the appointment early without finishing your appointment, you can press the red hang up button to terminate the appointment.

If you have any questions about the process, encounter any technical difficulties, or need any help, please call us at 215-971-1552! We're happy to help.