

## ABOUT YOUR VISIT

### Telehealth Visit

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Thank you for choosing Planned Parenthood of Michigan (PPMI) for your reproductive and sexual health care. We strive to exceed your expectations by providing high quality, inclusive, nonjudgmental, care. Our goal is to offer care that puts you in the center. We will give you information and support so you can make the best decisions for your health.

#### ABOUT YOUR VISIT

**At the time of your video appointment, you must be physically present in the State of Michigan.** You will be able to see, hear, and talk to a health care professional virtually through secure video-conferencing similar to FaceTime or Skype. You should be in a well-lit, private, and quiet location with good internet connectivity during the appointment.

You will be required to register for MyChart in order to complete your telehealth appointment. A registration link will be sent to the email address you provided while scheduling your appointment within one hour of your appointment time if not sooner. Follow the steps in the email message to begin the registration process. You can access MyChart via the web or a mobile app. It is recommended that you download the MyChart app if you are using a mobile device. **If your visit is for a medication abortion through telehealth, see below for additional instructions.**

Please allow at least 15 minutes before your appointment start time to complete the eCheck-In process. You will not be able to access your telehealth appointment until the eCheck-In process is completed. After starting your telehealth video visit, MyChart will refer you to Teladoc for your telehealth appointment:

- Mobile: The Teladoc Health Patient app (available on App Store for iPhone) OR the Teladoc Health app (available on Google Play for Android)
- Desktop: Teladoc, accessed with Chrome or Firefox browser.

If you are interested in a prescription for birth control at your visit, please have a blood pressure result from within the last three months. This can be a result from a home blood pressure machine or a pharmacy. If you are requesting a prescription for Depo-Provera (The Shot), please know you will be prescribed self-administered (at home) injections.

If your appointment is for gender affirming hormone therapy (GAHT), a licensed clinician will review your medical history, care goals, and order any required lab tests. You will need to go to an area lab or PPMI health center to have these labs drawn. Your care team will discuss this with you at your visit and answer any questions you may have. The clinician will also send any needed prescriptions to the pharmacy of your choice. For more detailed information about GAHT services at PPMI, please visit our [ppmi.org/gac](https://ppmi.org/gac).

Please visit our web site prior to joining your appointment to [review our privacy practices](#).

# ABOUT YOUR VISIT: Telehealth Visit

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## If your visit is for a medication abortion through telehealth:

### 1. Complete your 24-Hour Informed Consent process

The State of Michigan has a law that requires you to receive some written information at least 24 hours prior to your appointment. **We cannot see you for your appointment if this is not done.** There are two ways to access this information: 1) You may pick up a paper packet at any Planned Parenthood location in Michigan, or 2) you can access the information online.

To access the information on line, go to [michigan.gov/mdhss](https://michigan.gov/mdhss). (Use the link or type 'Informed Consent for Abortion' in the search box and then click on the link for Informed Consent for Abortion, then click on Michigan's Informed Consent for Abortion Law and follow the instructions.) **You must follow all steps. Once you follow the instructions, you need to print as a PDF the confirmation form that lists the date and time at the bottom. If you do not have it at the time of your appointment, you will have to reschedule your abortion appointment for another day.**

To access the information from a Planned Parenthood of Michigan health center, visit any of our health centers and tell the staff person you are there to pick up a 24-hour informed consent packet. The health center will date the packet when you pick it up. **If you pick it up too late or do not have it for appointment, you will have to reschedule your abortion appointment for another day.**

### 2. Upload your completed 24-Hour Informed Consent documentation

As soon as you have confirmation that you have received this information, you need to upload it to your patient portal. This can be a picture of the first page of the packet from a Planned Parenthood Center or a PDF of the confirmation form if the information was obtained online. You will be provided a link to upload this information through your MyChart account.

### 3. Complete the eligibility questionnaire in MyChart

At least 3 days before your appointment (if your appointment is less than 3 days away, this step needs to be done as soon as possible) complete the abortion eligibility questionnaire located in MyChart titled "using the abortion pill without having an ultrasound first." This must be done to ensure that we can safely offer you an abortion through telehealth. **If you do not complete this form, we may not be able to see you for your scheduled visit.** A physician will review this information, and if there is a reason you need to be seen in person, we will send you a message through MyChart.

### 4. Bring picture ID with date of birth

During your appointment you will be asked to show a picture ID with a date of birth so we can confirm you are over the age of 18. **We will not be able to see you without proof of age.**

It is illegal under Michigan law to coerce a person to have an abortion. You will be asked questions about coercion at the time of your appointment. Help is available if you are being threatened, intimidated, physically, emotionally harmed, or feel afraid for any reason.

## **FEES, PAYMENT, AND INSURANCE**

Planned Parenthood accepts many insurance plans, including Michigan Medicaid. We also offer an income-based sliding fee scale for patients. All fees, including co-pays, are due at the time of service.

If you do not have insurance, please visit [www.michigan.gov/mibridges](http://www.michigan.gov/mibridges) to determine if you are eligible for insurance through the State of Michigan.

If using insurance, bring a photo ID and your insurance card to your appointment.

If you have questions regarding what services are covered by your insurance, please contact your insurance company. We will bill your insurance for the services you receive where applicable. We do our best to provide the highest quality care to our patients; however your insurance company has the best expertise regarding coverage. Some insurance plan coverage types may require a referral for your visit with Planned Parenthood of Michigan. Please contact your insurance company to determine if your desired service is subject to referral.

**Please call us at 800-230-PLAN (7526) or 734-926-4800 with any questions.**