Preparing for Your Planned Parenthood Telehealth Visit

Telehealth is the use of live videoconferencing to let you interact with your clinician. Instead of visiting one of our health centers in person, you can see and talk with your clinician in the convenience of your own home using a smartphone, tablet, or computer with a webcam connected to the internet. There are no extra fees for this service. Co-pays, co-insurance, or deductibles, if any, are the same as an in-person visit.

How do I get ready for my telehealth visit?

Because the visit will be conducted via video, you will need to prepare the following:

- To protect your privacy, we ask that you be in a quiet and private space so that you are able to talk openly about sexual health during your telehealth visit.

- **Do you have access to a smart phone or computer?**
  - **If YES** - Please make sure your smart phone and computer are ready for the telehealth visit. Please read “Prepare your technology” located below.
  - **If NO** - Please call 541-344-9411 to reschedule your appointment.

Prepare your technology:

- For the best experience on mobile devices, we recommend that you [download](#) the ‘InTouch Patient’ app. Your connectivity will be better when the app is downloaded. *For iOS users you will have to download the app.*
- Please be sure that your microphone and camera are enabled and that they are not in private or incognito mode. Depending on your security and/or pop-up settings, you may be prompted to provide permission to allow the use of your microphone and camera for the appointment.
- If you are going to use a computer be prepared to use a [Chrome browser](#) for the visit.

What can I expect at the time of my telehealth appointment?

1. Please be available via cell phone or at your computer at the time of your appointment. We will do our best to contact you at the exact appointment time but due to high volume we may contact you up to one hour after the assigned appointment time.

2. When your care team is ready, we will send a link to you via email or text message. Please click the link to access the video session. The link is only active for fifteen minutes once it is sent. If you fail to click the link within fifteen minutes, please call 541-344-9411 to reschedule. *If you are experiencing technical issues, please call us immediately.*

3. Once you are connected, our Health Center Representative (HCR) will welcome you to the telehealth visit, introduce other team members and provide an overview of how the telehealth visit will work.

4. The HCR will verbally ask all registration questions, and verbally provide HIPAA consent information and Request for Medical Services information. They will then obtain your verbal consent. Your verbal consent will provide the permission for us to serve you.
5. Once registration is completed, you will be introduced to your clinician. The clinician will conduct the remainder of the visit. The clinician will instruct you of next steps (i.e. pick up supplies at the health center, calling in a prescription to your local pharmacy, etc.). The telehealth visit will then end.