

## Anne Arundel Dermatology is now offering TeleHealth visits

For your convenience, Anne Arundel Dermatology now offers patient care through **safe and secure online TeleHealth visits**. This “virtual” visit mirrors an in-office appointment with the dermatology providers you trust, all from the comfort of your home. We anticipate most of our providers will be available to see patients by the end of this week.

Our online TeleHealth visits make access to our dermatology providers easier, faster, and more convenient than ever for our patients. **We can consult online for many skin, hair, and nail conditions.**

### Benefits of TeleHealth Visits

- Consult with one of our board-certified dermatologists or advanced providers online – during normal clinic hours.
- Set up an online dermatology visit for yourself, your child, or another dependent.
- Get a personalized treatment plan during your TeleHealth Visit.
- Have prescriptions sent electronically to your preferred pharmacy.
- Medicare and most insurances cover TeleHealth visits.

### How to Get a TeleHealth Visit Set Up



1. **Call your local office at 443.351.3376 (DERM)** – You’ll be asked for some information to set you up for a TeleHealth visit.



2. **Our team will send you an email titled *Telehealth Service*.** The email will provide instructions on how to download and access the PocketPatient™ Application.



**3. Once PocketPatient has been downloaded, return to the link sent to your email to set your password for the PocketPatient™ Application.** Make a note of the email and password you chose/used, as the email and password will also access your Patient Portal.\*

\*Patients who were not previously set up to access Patient Portal will receive a Portal Welcome email at time of Telehealth initiation.



**4. Log in to PocketPatient™ with the following information:**

- Practice URL: **Arundel.ema.md**
- Username: the confirmed email when scheduling the TeleHealth Visit
- Password: your newly created password



**5. Once you have logged in to PocketPatient™, make sure that you have granted access for push notifications and camera use for PocketPatient™.**



**6. To prepare for the appointment time:** Find a quiet, private space where you can have a confidential session with your provider.

### Frequently Asked Questions

**Q:** Are “Virtual” Visits Only Available for Certain Conditions?

**A:** We can help with more than 3,000 skin, hair, and nail conditions via our online dermatology care. The most common conditions we treat are acne, suspicious moles,

rosacea, eczema, and psoriasis.

**Q:** Does Insurance cover this Service?

**A:** Medicare and most insurance plans cover online care.

**Q:** What If I Need a Skin Biopsy or In-Office Procedure?

**A:** If your doctor determines an in-office procedure is needed, please contact our staff to schedule an appointment as soon as possible. Additional visit costs or insurance claims will apply.

**Q:** Are My Personal Health Information and Photos Kept Confidential?

**A:** Yes! Our online dermatology care platform is secure and 100% HIPAA and HITECH compliant.