

Doctor's FAQs

- **What is DoctorsTelemed?**

DoctorsTelemed is the only telemedicine network in the country initiated by physicians supported by the Medical Society of Northern Virginia Foundation. Healthcare is the modern “gold rush” that is eroding the doctor-patient relationship with companies created by investors and business interests that are taking up to 50 percent of doctors’ revenue. It is, therefore, important to protect physicians’ income and access to quality and convenient care for their patients.

- **What type of healthcare services can I provide?**

You decide the types of consults you want to offer. Depending on your specialty and areas of interest, your services could include:

- Clinical consults, diagnoses, and prescriptions/treatment plans
- Counseling or education on chronic and lifestyle conditions
- Second opinions for surgical interventions
- Initial evaluations for elective procedures
- Movement or auditory evaluations

- **What is the business model?**

DoctorsTelemed only keeps 10% of cash revenue. You keep 100 percent of insurance reimbursements. DoctorsTelemed will deposit the funds in your account at the end of each month.

- **How much does DoctorsTelemed cost?**

First time subscribers get a six-month trial period for \$500 per practice with no obligation, includes training and marketing services (does not include EMR integration). MSNVA members get a 50% discount on trial fee, want the discount? Join today!

First provider \$250/month

Second provider (same group) \$150/month

Third provider (same group) \$125/month

Fourth provider (same group) \$100/month

Group price 5-10 providers \$600/month

*Please contact a DoctorsTelemed representative for pricing on groups greater than 10.

- **Do my patients have to pay a subscription fee to use DoctorsTelemed?**

No, your patients only pay you.

- **How does patient payment work?**

Patients must provide payment information to request an appointment with a doctor. Clinicians can set up a cash fee schedule per visit or bill the patients’ health insurance plans and collect co-payments at the time the patient requests an appointment.

- Can I set up DoctorsTelemed for only my existing patients?**
 Yes, by indicating on your profile that you're only available to your existing patients. Your patients must still register with DoctorsTelemed.
- Can I schedule patients for in-person visits through DoctorsTelemed?**
 Yes, plus you can also collect co-payments. Insurance eligibility and verification is included in DoctorsTelemed.
- Can I integrate my EMR with DoctorsTelemed?**
 Yes, for an additional cost based on your EMR integration fees. This enables you to give your patients immediate access to DoctorsTelemed, avoid duplicate registration for your patients, view their medical information during a video session, add consult notes, etc. from within one platform.
- Can I prescribe medication through DoctorsTelemed?**
 Your patients' medical history forms will show their preferred pharmacies (in development). Simply call in a prescription (schedule II through VI medications only) to the pharmacy they've chosen. With the single sign-on EMR set up, you can e-prescribe from your platform.
- How are telemedicine visits reimbursed by insurance plans?**
 Virginia statute requires coverage of telemedicine by private insurers, so you can simply bill as you would for an in-person visit.
- Can I bill Medicaid and/or Medicare for telemedicine visits?**
 Medicare and Medicaid reimburses only for specific services when they are delivered via live video. We recommend you look at the Center for Connected Health Policy for up to date information on telemedicine regulation
<http://www.cchpca.org/jurisdiction/virginia>
- How do I know if a patient requests an appointment?**
 You will receive a text and/or email notification with a link to your account to approve the request. When you log into your account, open your calendar and go to the date indicated on the notification to approve or reject the requested appointment.
- Can I cancel an appointment once I've already confirmed it?**
 At this time, it is not possible to cancel the appointment. However, please contact the patient directly via email or phone and advise them to request another date and time.
- How do group consultations work?**
 During the video session, you are able to invite a family member or another physician to your session using the Invite button. The third party will then receive an email with a link to join the current session only.

- **Where can I enter the treatment notes I've taken?**

If you have a cloud-based EMR and chose a single sign-on setup, you can enter treatment notes directly in your EMR. If you don't have an EMR, it's recommended that you open a word document with your letterhead and uploaded to your patient's account soon after the virtual consult ends or before you close the session. (Currently in development)

- **Can I use DoctorsTelemed for Chronic Care Management?**

Yes, DoctorsTelemed is ideal for Chronic Care Management. Patients must register and consent to a plan, you can set up a lower level clinicians to conduct the monthly 20 minute sessions with enrolled patients.