

TELEHEALTH VISITS - FREQUENTLY ASKED QUESTIONS

ORA Orthopedics is pleased to offer appointments by videoconferencing during the COVID-19 outbreak. We are committed to the safety of our patients, staff, and communities. Telehealth visits allow patients to remain at home instead of traveling to be seen in our clinics. This helps keep our patients healthy while helping to contain the community spread of the virus.

What is a telehealth visit?

Telehealth visits provide a secure way for you to have a real-time virtual appointment with your provider using your smartphone or mobile computer device from the comfort of your home. You will talk to and see each other real-time through a video call conferencing software.

Can a provider do all of the same things during a telehealth visit as an in-person visit?

Though limited, providers can do a large amount to help, assess, and diagnose you virtually. They have access to your electronic medical record, can electronically order prescriptions and write medical orders based on your needs. The limitations include not being able to perform a physical exam or any imaging, which are sometimes critical to diagnosing an orthopedic condition. However, your provider can order imaging which can be performed at a later time and at an ORA clinic that is most convenient for you.

How do I schedule a telehealth visit?

Call our Appointment Scheduling Department at 563-322-0971, option 2, and request a telehealth visit with a physician. Both existing and new patients are welcome to make a telehealth visit appointment. Some conditions may require an in-person visit, however we will do our best to accommodate your telehealth visit request.

What if I need orthopedic care now?

ORA offers Urgent OrthoCARE telehealth visits on demand. You can begin your Urgent OrthoCARE visit by clicking on the "Begin your Urgent OrthoCARE Telehealth Visit" button on the ORA Urgent OrthoCARE webpage: <https://www.qcora.com/urgent-orthocare/> You will immediately be placed in the Urgent OrthoCARE waiting room to see the provider. Our Urgent OrthoCARE telehealth visits are available Monday – Friday from 8:00am to 4:00pm.

How do I connect to a telehealth visit?

It is pretty easy. During the scheduled time frame for your telehealth visit, you will receive a text or email with a link to join.

How do I know that I am still connected to the visit?

When your phone or mobile device times out it is likely that, you will get disconnected from the visit. If you can still see yourself in the video camera while in the waiting room, you are connected. If you cannot, you are disconnected and will need to refresh and re-log back into the provider waiting room.

What if I encounter an issue with connecting?

Please follow the instructions very closely to avoid any technical issues. In the event that you are unable to join due to technical issues, please call our Appointment Scheduling Department at 563-322-0971, option 2, so that we can determine either a new time for your telehealth visit or if it is necessary for you to come in.

What if I get disconnected during the telehealth visit?

If you get disconnected during your telehealth visit, simply re-click the link in your text or email and follow the instructions to re-log back into the provider waiting room. The provider will be alerted and you will rejoin the telehealth visit.


Do I need to prepare anything for the telehealth visit?

Similar to a regular in-person visit, please have a list of your concerns and questions that you wish to ask the provider during your visit. Also, please take a picture of your driver's license and the front and back of your insurance card before your telehealth visit – so you have those pictures available to share with us during your telehealth visit.

Is the telehealth visit private and secure?

Your visit is private, confidential, and secure. We use technology that meets all HIPAA compliance regulations for your protection and do not record any of the visit.

Can anyone else be present with me during my telehealth visit?

Yes, anyone who participates in your care may be present. It is also helpful to have a second person hold your phone during the visit. When having another person hold the phone remember to flip the camera by clicking on the flip arrows  on the video image.

What is the cost?

The cost is the same as an in-person visit and is dependent on your specific insurance plan benefits. During the COVID-19 pandemic, most insurance plans have waived the co-pays for telehealth visits.