



# Frequently Asked Questions

## GENERAL

### **What are telemedicine and telehealth?**

The use of electronic communications to provide or receive medical advice and treatment remotely is known as telemedicine or telehealth. Consider it a virtual visit to your doctor's office where you can receive treatment, diagnosis, advice and more.

### **Why should I use telemedicine?**

Convenience is the most common reason. Telemedicine is great for people on the go and those who are either housebound or live in a remote area. It can also be a big timesaver because you don't have to drive to the office and wait for the doctor to see you.

### **Why is modmed Telehealth™ better for me than other telemedicine networks?**

Trust and familiarity. modmed Telehealth is designed to let you engage with your doctor who has your record and knows your history. With another telemedicine network, you may interact with a doctor who doesn't know you or your medical history, which could create more risks for you.

### **When should I use modmed Telehealth vs. see my doctor in person?**

The modmed Telehealth app is not designed to replace in-office visits. It is intended to be supplemental and a convenient way to get a diagnosis or medical advice for common issues like rashes, acne and skin lesions. You should continue to see your doctor regularly. Use modmed Telehealth only for minor concerns, and never use it in case of an emergency.

### **What information do I need to provide or send to my doctor through modmed Telehealth?**

Since your doctor should already have your past medical history, you should just have to answer a series of questions about your concern. You will also be prompted to take and include photos with your case.

### **How long will it take for me to receive a reply from my doctor?**

Each doctor is different, so be sure to check with his or her office.

### **What if I have a condition that requires immediate attention?**

Then telemedicine is not an appropriate course of action. Please contact your doctor or health provider immediately with your concerns.

### **Can I use modmed Telehealth with any doctor?**

No. Only doctors who are set up through modmed Telehealth can receive your case.

### **What if I have more than one complaint that I want to ask my doctor about? For example, I have acne and a rash.**

The system is designed for you to submit a new case for each complaint. Please note that you may be charged per case.

## **PAYMENT**

### **Do I have to pay for the modmed Telehealth app?**

The modmed Telehealth app itself is free to download. Modernizing Medicine charges a small service fee and your doctor otherwise determines the amount charged per submission.

### **Are telemedicine visits more expensive than in-office visits?**

Pricing may vary per doctor, so please contact your doctor's office for actual pricing details.

# TECHNICAL

## **How do I get the modmed Telehealth app?**

It's easy. You can download it from the App Store or Google Play. Just search for the modmed Telehealth app and download it. Or request an access email from your practice.

## **Which devices can use the modmed Telehealth app?**

Any mobile device that is running iOS or Android operating systems. That includes smartphones and tablet platforms. Please note that it is not currently available on your browser.

## **Do I need a data connection to use the modmed Telehealth app?**

Yes. You will need a data connection or wifi connection to download the app and send your information and pictures to the doctor.

**For Technical Support, please call 561-235-7604**

