



# ASCENTIST

## EAR, NOSE & THROAT

Dear valued patient,

As we navigate patient care during the 2020 Covid-19 pandemic, we want our patients and our team to be as safe as possible. Ascentist Ear, Nose & Throat will be offering our patients telemedicine services for your convenience and safety. We encourage you to take advantage of these services. We have provided additional information below for you to consider.

### **How does the Telehealth call work?**

You will receive a text message or email invitation from the physician when it's time for your appointment. The Telehealth call can be done from a cell phone or a computer. When prompted, please allow the use of your camera and microphone. The use of real time video and audio allows you to connect directly to your physician. Please be aware we will make every effort to stay as close to your appointment time as possible, but delays may occur.

### **Are Telehealth calls secure?**

Your Telehealth appointment is as private as if you were in the office. The software we use to conduct the appointment is HIPAA Compliant to protect your privacy.

### **Does my insurance cover Telehealth?**

Telehealth Services are covered by most payors. Many payors are waiving copays, deductibles and co-insurances during the Covid-19 pandemic.

### **How do I arrange a telehealth call?**

Call or text our office to schedule an appointment, then a member of our team will contact you to arrange your Telehealth call. If you are already scheduled, our staff will contact you prior to your appointment.

Should you have any questions or if any issues arise during your call, please do not hesitate to contact our office. 816-478-4200 or 913-721-3387

Sincerely,

Ascentist Ear, Nose & Throat