

## Rehabilitation Services Telehealth Service

As essential medical personnel, our physical, occupational and speech therapists and audiologists will maintain office hours to treat our patients who are in urgent need of our care. In order to meet the needs of patients who can't or shouldn't be coming to our offices, we are now offering telehealth visits for our CURRENT as well as NEW patients.

### Overview of Our Telehealth Services

#### What is a telehealth visit?

Patients will be able to get real-time treatment from one of our physical, occupational or speech therapists or audiologists via video conferencing or a telephone visit. Sessions will last about 30 to 45 minutes and can be booked by calling:

- Physical and Occupational Therapy scheduling line: 978-816-3255
- Speech Therapy and Audiology scheduling line: 978-816-2690

#### What will I need for my telehealth session?

We are conducting visits using the MyLaheyChart portal for patients who have signed up for access or Google Hangouts for those who do not have MyLaheyChart access. To participate in a telehealth video visit, you will need a cell phone, computer or tablet with:

- A camera
- A microphone
- Good to excellent internet connection

We can also conduct a telehealth telephone visit for patients who do not have the above technology. Your therapist will work with you to identify the best fit of accessibility whether through MyLaheyChart, Google Hangouts or phone. We appreciate the power of virtual service delivery and that every individual's needs are different.

#### What services can I expect via telehealth?

Your therapist will be able to provide similar care to what you can receive in our offices. Our staff is trained to help guide you through alternative solutions to any care that would require physical contact.

#### Will my session be covered by insurance?

Telehealth is evolving during this nationwide period of transition. We continue to be updated daily on how each insurance is managing access to telehealth services. The services will be billed to the patient's insurance and covered at the allowed amount per the policy. We cannot guarantee that your insurance will cover this service, however are receiving revisions to guidelines as insurances adapt to this pandemic. We strongly encourage that you inquire with your insurance company.