



Telemedicine/Telehealth

Telemedicine, Telehealth, and related terms generally refer to the exchange of medical information from one site to another through electronic communication to improve a patient's health. With the emergence of the virus causing the disease COVID-19, there is an urgency to expand the use of technology to help people who need routine care, and keep vulnerable beneficiaries and beneficiaries with mild symptoms in their homes while maintaining access to the care they need. Limiting community spread of the virus, as well as limiting the exposure to other patients and staff members will slow viral spread.

Prerequisites:

- Internet Connection, with good quality
- A Computer or a Smart Phone or Apple iPad or a Tablet with audio and video capability
- An established patient with the practice
- Telemedicine/Telehealth approved for the appointment by your health insurance
- Call the clinic and setup Telemedicine appointment
- Prepare to pay co-pay, if any, over the phone prior to the appointment

Start Telemedicine/Telehealth Session

1. Few minutes before the appointment you will receive a call from us for any co-pay you may have to pay for the appointment. If you do not receive a call from us and you may have a co-pay for the appointment, please call our office at (843) 466-8000.
2. Make sure your device (Computer or Smart Phone or Apple iPad or Tablet) is setup with audio and video connections
3. On your device, open web browser (Chrome or Internet Explorer or Firefox or Safari or other) and enter <http://www.CoastalMedicalPractice.com>, In the home page click on link "Telemedicine Session" (See Figure 3a). This will open Telemedicine/Telehealth consent page (See Figure 3b).



Coastal Internal Medicine & Geriatrics



Coastal Internal Medicine & Geriatrics

597 Old Mount Holly Rd, Suite 202, Goose Creek, SC 29445 T: (843) 466-8000 F: (843) 974-4909



[Schedule an Appointment](#)

Please Call (843) 466-8000



[Hours](#)

Monday to Friday
8:30 am to 5:30 pm



[Directions >](#)



[Patient Portal >](#)



[Telemedicine Instructions >](#)

The instructions to access Telemedicine session with the health care provider.



[Telemedicine Session >](#)

Please click on the link to start the Telemedicine session with the health care provider.



[Services >](#)



[Health Insurances >](#)

We accept health plans from most insurance

Figure 3a



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Telemedicine/Telehealth/Secure Online Video Appointment Consent



[Home >](#)



[Patient Portal >](#)

Consent for Treatment: I consent to telehealth/telemedicine care performed by my physician and all other associated health care providers at Coastal Internal Medicine & Geriatrics. This includes examinations, diagnostic testing, treatment and other health care services deemed medically necessary in the Providers's professional judgment. I understand that the practice of medicine is not an exact science and that diagnosis and treatment may cause injury or even death. I also understand that I have the option to refuse the delivery of health care services by telehealth/telemedicine at any time without affecting my right to future care or treatment, and without risking the loss or withdrawal of any benefits to which I would otherwise be entitled. If I am pregnant, this consent also applies to my fetus.

Consent for Telehealth/Telemedicine Services: Telehealth/Telemedicine involves transmission of video, photographs, and/or details of my medical record such as x-rays and test results (collectively "Data"). All Data is sent by secure electronic means to the Providers to facilitate the medical service being performed. I understand that:

* I will be informed of any other people who are present at either end of the telehealth/telemedicine encounter and have the right to exclude anyone from either location.

* All confidentiality protections required by law or regulation will apply to my care.

Figure 3b



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4. Read the consent, if you accept it click on "**Continue**" (See Figure 4a) to open the session, if you want to go back click on the "**Home**" button on the right side (See Figure 3b), if you want to print it click on the printer icon (See Figure 4b) it will open it in pdf document.



Figure 4a



Figure 4b

5. After you click on the Continue button, it will ask you to enter your name, enter your full name (See Figure 5a)

Welcome!

Please check in below to let Dr. Akkineni know you are here

Figure 5a



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6. It will ask you to allow access to enable camera (See Figure 6a), this step may be optional on some devices based on the access permissions setup on it. Click on "Enable camera".

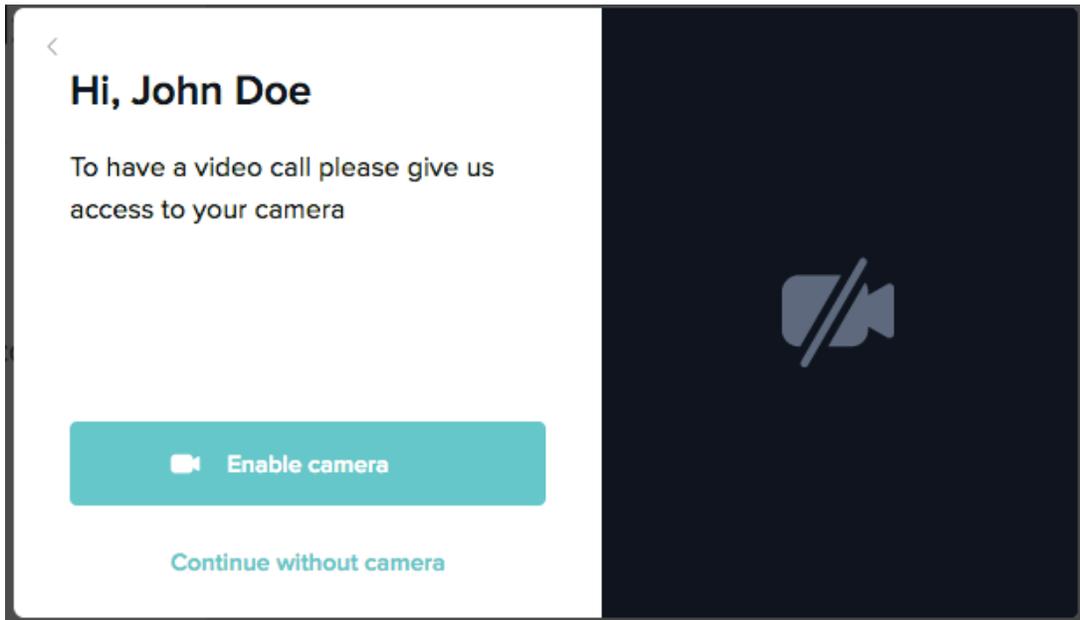


Figure 6a

7. On some devices, it may ask for additional permission to access Camera and Microphone (See Figure 7a), Click on "Allow". Based on the device you are using this window may look different than it is shown here.

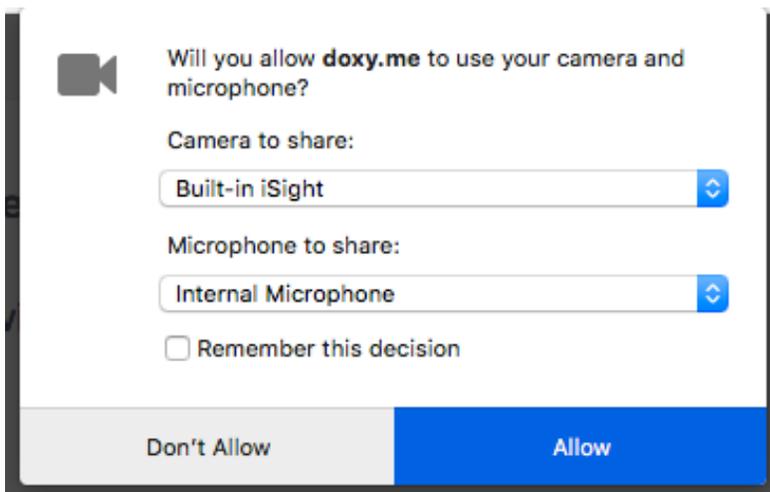


Figure 7a



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8. This will open the session, you may not see any video from the clinic yet until office assistant completes your check-in at the clinic.
9. After office assistant checks you in, the video session will start.
10. During the session, you will see four icons at the bottom of the screen (See Figure 10a); first one (from the left) is to turn-off/on video, second one is to mute the audio, third one is to change the settings on camera and microphone, fourth one is to end the call.

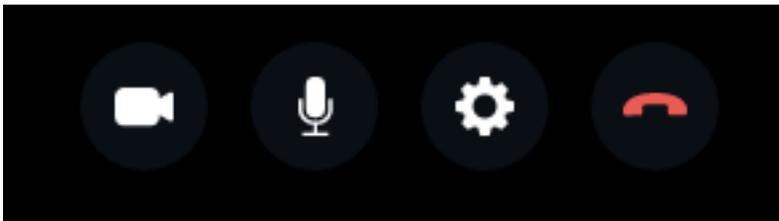


Figure 10a

11. Also during the session, if you need to send any messages, click on the messenger link on bottom right corner (See Figure 11a), it will open the messenger box where you can send messages (See Figure 11b)

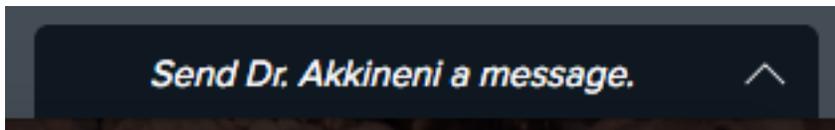


Figure 11a

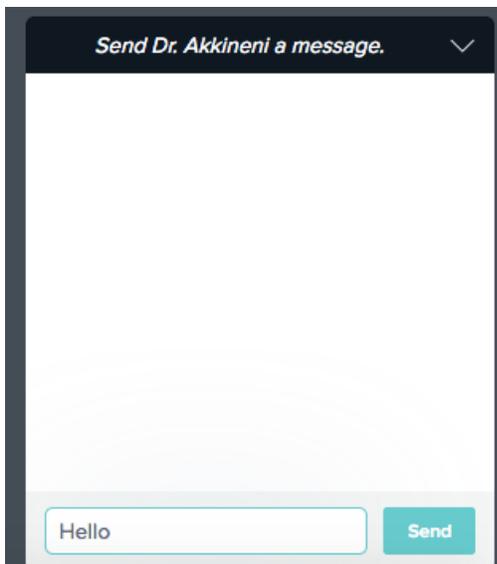


Figure 11b



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12. After the session is ended the survey box will appear (See Figure 12a), if you would like you can specify the quality of the call otherwise you can just close it and close the web browser.

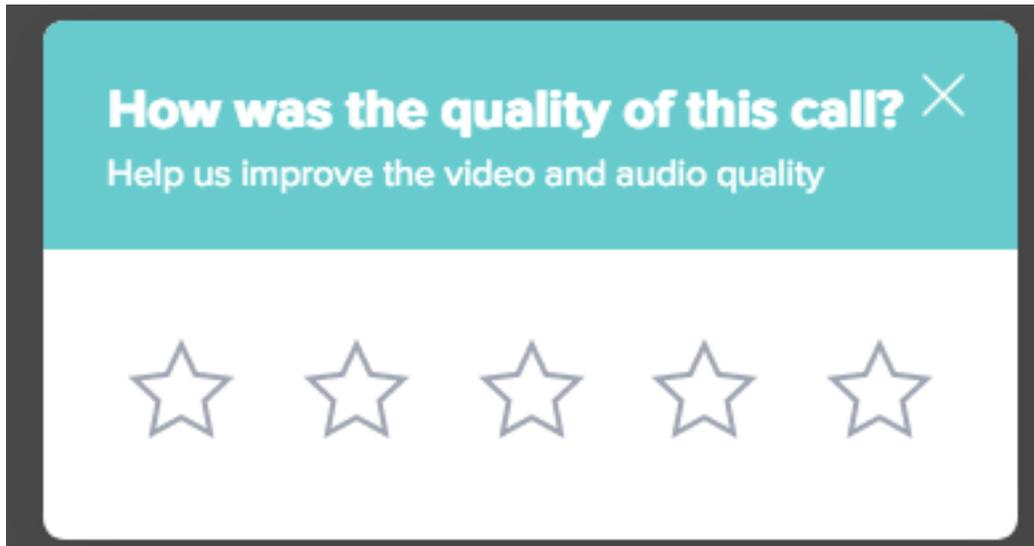


Figure 12a

If have any questions, please call our office at (843) 466-8000.