

Telehealth

Access Your Care From Anywhere



What's Telehealth? Howard Brown Health provides remote appointments, allowing you to access your clinical team by video consultation. Called “telehealth,” this convenient model of care enables you to interact with a medical provider from the comfort and safety of your own home.

Howard Brown uses Zoom as its telehealth platform. If you have questions about how to download and use Zoom, please see the user guide on our website.

BENEFITS OF TELEHEALTH

- ✓ Faster and more convenient than an in-office visit
- ✓ Eliminates travel time
- ✓ No need to take time off work
- ✓ Reduces the risk of exposure to community illness



Howard Brown
Health

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Telehealth FAQ

I heard Zoom has had some security issues. What is Howard Brown doing about that?

Howard Brown utilizes a secure, paid Zoom account. Zoom is a secure, HIPAA-compliant platform. Most of the publicized security issues with Zoom have impacted free accounts. Each visit uses a virtual waiting room, so only intended participants can enter the telehealth meeting.

What if I need a blood draw or need to drop off a specimen?

Your provider will make an assessment during your visit on whether or not you need to come in to a clinic for an in person appointment or for labs. If your provider asks you to collect a sample for an STI screening or other screening that can be done through self-collections, it will be mailed to you via UPS 2nd day ground delivery. Please see our telehealth page for more information about dropping off a sample or specimen.

I don't have internet access at home and I don't have a smart phone. Can I still access telehealth?

Yes. While telehealth visits using video provide the best patient experience, people who do not have access to meet with their provider through video can also conduct their telehealth visit through a regular phone line.

Does my insurance cover a telehealth visit?

Yes. Your insurance should cover a telehealth visit the same way it would cover an in-person visit. Please see our telehealth page on our website for more information about co-pays and billing.

To set up a telemedicine visit or discuss other options, please call us at 773.388.1600

