

FAQs: Appointments, Insurance, and Telehealth

Practical tips you can use today. Share this with your family and bring questions to your visit.

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Telehealth-friendly

Easy to print

Educational only

Appointments

- How do I book? Use the Contact page to request an appointment time. We will confirm by phone or email.
- What if I need to reschedule? Let us know as soon as possible so we can offer the slot to another patient.
- What should I have ready? A list of medications, allergies, and your main questions (top 3).

Telehealth

- Do I need special equipment? A smartphone, tablet, or computer with a camera and microphone is enough.
- How long are visits? Many visits are 15-30 minutes depending on your needs.
- Privacy tip: use a quiet room and headphones if possible.

Insurance and payment

- Coverage varies by plan. If you have insurance questions, contact your insurer for benefits details.
- If you are paying out-of-pocket, ask about transparent pricing before your visit.
- Keep receipts and visit summaries for your records.

Prescription questions

- Bring your current medication list (or the bottles) to every visit.
- If you have side effects, do not stop a prescription without guidance - contact the clinic first.
- For urgent reactions (swelling, trouble breathing), seek emergency care.

When to seek urgent help

- Chest pain, severe shortness of breath, confusion, fainting, or stroke-like symptoms: call 911.
- If you feel unsafe or symptoms are rapidly worsening, go to the nearest emergency room.

Disclaimer: This guide is educational and does not replace personalized medical advice. If you have chest pain, trouble breathing, severe symptoms, or feel unsafe, call 911 or go to the nearest emergency room.