

# Telehealth at Home FAQ

**Why should I use Telehealth at Home to meet with my provider?**

During the current COVID-19 pandemic, we want you to stay safe at home. Marshfield Clinic Health System is offering telehealth visits as a safe and convenient way to get the healthcare you need in the safety of your own home. By connecting to a Telehealth at Home visit through Cisco Webex Meeting, you can see and talk to your provider from anywhere, making appointments safe, convenient, and reducing travel and wait times.

**What is the Cisco Webex Meeting App?**

The Cisco Webex Meeting App enables you to connect to a Telehealth at Home visit using your computer, tablet, or smartphone. In the Telehealth at Home visit, you can see and hear your provider on your screen, and they can see and hear you too.

**What type of equipment do I need to use Cisco Webex Meeting app?**

Cisco Webex Meeting app will work on nearly any device that has an internet connect; a web camera, microphone, and speakers (either internal or attached); and a web browser. For example, it will work on PCs, laptops, iOS mobile devices, and Android mobile devices. Some devices may require a plug-in or app installed.

**How much data will be used if I connect to the Cisco Webex Meeting app on my mobile phone?**

This depends on how long the visit is. If possible, connect over Wi-Fi if you have a limited data plan. Talk to your cell phone service carrier if you have questions about data costs and usage.

**How will the Telehealth at Home visit begin?**

When a Telehealth at Home session is scheduled, you will receive an email with a link to join the Telehealth at Home exam room. A staff member from Marshfield Clinic Health System will call you 15 minutes prior to your appointment time to check you into the visit and help you connect to the Cisco Webex Meeting with your provider.

**When my meeting is done, how do I end or “hang up”?**

To exit the video meeting with your provider, tap the red circle with the phone icon.

**Are Telehealth at Home visits covered by insurance?**

Security Health Plan, Medicare and Medicaid will cover these visits as they would normally cover an office visit. While many commercial insurance companies are also covering these visits, we recommend reaching out to your insurance provider to verify specific coverage for a Telehealth at Home visit.



Marshfield Clinic

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