



TUCKAHOE ORTHOPAEDICS

Excellence In Motion

During this period of uncertainty and social distancing, we hope you and your family are staying safe and well. Should you have a new or existing orthopaedic need, we are open and available to provide you safe and comprehensive care.

To limit exposure to potential contagion during the coronavirus pandemic, we are at present limiting in-office visits to patients needing acute and postoperative care as well as patients with medications and/or injections that must be administered by a health professional.

For all other patients, we recently expanded telehealth capabilities to help provide care without the need for you to come to the office. You now have even more access to your Tuckahoe Orthopaedic physicians through virtual appointments that function the same as an in-office visit, including using your health insurance for coverage. This provides an opportunity for more face-to-face interaction and privacy than a telephone call or email. Many of our physicians are already connecting with patients via telehealth to help treat injury, prescribe medication, or simply offer advice.

As we continue to implement TOA telehealth, please be patient as this involves technology and internet connectivity. We've prepared this FAQ guide to provide you with information and tips for the best experience. If you have any questions, please do not hesitate to reach out.

In good health,
Your Tuckahoe Orthopaedic Team

What is telehealth?

Telehealth is a bit of a misleading name. A better name is probably something like video health, because it is simply the ability to securely conduct a doctor visit by video. With telehealth, you are able to see your doctor face-to-face without having to visit a physical location.

When are telehealth visits available?

Telehealth appointments are available at Tuckahoe Orthopaedics during normal business hours. After-hours and weekends physician access will continue to be provided 24/7 through the on-call service as usual.

When should I use telehealth?

There are numerous instances where a telehealth appointment might be valuable and effective for you. These include:

- Sick patients who don't need or want to come into the office but would benefit from a face-to-face visit and advice from their doctors
- Diagnostic imaging follow-up
- Post-operative follow-ups
- Physical therapy follow-ups
- New changes with chronic conditions
- Medication review and changes
- Post-hospitalization visits for medication reconciliation
- Complex issues that cannot be handled or explained properly through the patient portal

How do I schedule a telehealth appointment?

Scheduling a telehealth appointment works the same way as a normal in-person office visit. Simply call Tuckahoe Orthopaedics at 804-285-2300 during normal business office hours and we will schedule an appointment with your provider.

What will I need for my telehealth appointment?

A smart phone, tablet, or laptop computer with webcam with an internet connection or a strong wifi signal.

What can I do to have the best telehealth experience possible?

With technology, there is always the possibility of technical issues. Here are some tips for what you can do to ensure that you have the best visit possible:

- Conduct your telemedicine appointment in a quiet private area that is well lit.
- Test your microphone and webcam beforehand if possible.
- Close any open program on your computer or phone.
- Connect with the best internet connection possible, whether through your Wi-Fi or cell phone data signal. You may need to try another room to get a better signal. If you are using a mobile device, make sure you are on the best browser (Apple use Safari, Androids use Chrome)
- Consider reducing competing traffic on your internet network. Turn off other streaming services (Netflix, YouTube, Facetime, etc.) if possible during the appointment time.
- When checking into your telemedicine appointment, make sure to “allow access” to your webcam and/or microphone if prompted.

How do I begin a telehealth appointment?

Before your scheduled appointment, you will receive an email with a secure link to begin your Zoom Telehealth visit. Included will be instructions on how to attend Zoom meetings with both mobile devices and computers. At your scheduled time, click on the link and you will be taken to a virtual waiting room where your doctor will connect with you via video from their office.