



Mountainview Family Practice is committed to your health and well-being and we will continue to care for our patients during the Coronavirus outbreak. It is our intention to avoid sending patients to Urgent Care or the Emergency Room whenever possible so that they may care for the most critical patients. In order to maintain the highest level of safety for our patients, staff, and health care providers, we've made some changes in how we handle certain types of appointments and have implemented the use of telehealth visits when appropriate. For all patients that will be seen in the office be assured we have a rigorous cleaning process of exam rooms, common areas and the entire office to prevent the spread of infection.

The following changes are immediately in effect:

- For the foreseeable future, **NO** guests or family members except parents or caretakers will be allowed to come to an office visit. Please do not ask us to make an exception for you.
- All visits that your provider determines can be done via a telehealth visit are being changed over to that format. Your appointment time will remain the same and you will be notified by phone or text of this change.
- If your appointment will be in the office, you will be screened for fever, new cough or new shortness of breath when the appointment is scheduled. Once you check-in, you will be directed to your exam room. If you are symptomatic, we ask you to stay in your car and call upon arrival to check-in and your provider will be out shortly to see you.
- We are working hard to keep communication open with all patients – whenever possible please answer your phone if you see the call is from Mountainview Family Practice so we may speak with you directly and not have to leave a message.

TELEHEALTH

We have moved quickly to implement telehealth visits as an option for our patients and providers. If you have medical questions or concerns you would like to be seen for but may not require a physical exam, we will schedule a telehealth appointment for you. ***Telehealth visits are considered an office visit by your insurance company and will result in a charge to your insurance. Coinsurance and deductibles will apply.***

Examples of telehealth visits that we may be scheduling:

- Follow-up medication visit

- Medicare Wellness Exams
- Review lab results and imaging studies
- Post-Hospital visits, as determined by your physician
- Anxiety or concerns around the current Coronavirus pandemic to get most recent updates from our office
- Other health topics you want to discuss that may not require an exam

HOW TO CHECK-IN FOR YOUR VIDEO APPOINTMENT


1. *USE A COMPUTER OR DEVICE WITH A CAMERA/MICROPHONE*
2. *ENTER **mvfp.doxy.me** INTO YOUR WEB ADDRESS BROWSER*
3. *CLICK ON YOUR PROVIDERS NAME TO ENTER INTO THE WAITING ROOM*
4. *TYPE IN YOUR NAME AND CLICK CHECK-IN*
5. *ALLOW YOUR BROWSER TO USE YOUR WEBCAM AND MICROPHONE*
6. *YOUR PROVIDER WILL START YOUR VISIT*

See the diagram below

If




GETTING STARTED FOR PATIENTS

How to check in for your video visit

- 1 Use a computer or device with camera/microphone**



PC and Mac
Chrome | Firefox | Safari

Android
Chrome

iOS
Safari
- 2 Enter your clinician's doxy.me web address into the browser**

- 3 Type in your name and click check in**

 - ✓ Secure
 - ✓ No software to download
 - ✓ HIPAA compliant
 - ✓ No registration needed
- 4 Allow your browser to use your webcam and microphone**

- 5 Your care provider will start your visit**

Call Tips

- Have a good internet connection
- Restart your device before the visit
- Use the **Join Now** button in the waiting room
- Need help? Send us a message <https://doxy.me>

Powered by  **doxy.me**

you have an upcoming telehealth appointment with your provider and you have Diabetes and/or Hypertension, please have your blood sugar reading and your latest blood pressure reading ready to share with your provider.

Thank you for your understanding and cooperation. Due to limited staffing and an increased volume of calls, please be patient if you do call. You may also contact us via your patient portal account to request an appointment or ask a question.