



# Maryland ENT Center

Otolaryngology-Head & Neck Surgery, Facial Plastic & Reconstructive, Nose & Sinus Surgery,

*eClinicalWorks*

## TELEMEDICINE

### HOW IT WORKS

- Call the office to schedule a telemedicine appointment.
- Telemedicine requirements for appointment:
  1. A computer or smart phone with video and speakers
  2. A quiet well-light room
  3. A strong and stable internet connection
  4. A glass of water (to observe swallowing)
  5. A tissue box
  6. A flashlight so the provider may clearly see your ear(s), nose, and/or throat
  7. Registered Healow Patient Portal Account (see below)
  8. If you have outside medical records, labs, studies, or any other referral or results, please fax them to our office before your visit so the provider can review.
- Login to your patient portal account online at [https://mycw132.ecwcloud.com/portal18363/jsp/100mp/login\\_otp.jsp](https://mycw132.ecwcloud.com/portal18363/jsp/100mp/login_otp.jsp)

Or download the Healow App on your smart phone for easy access!

healow  
Access your health records through the healow mobile app

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Find us using our unique practice code on the healow app

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- Sign the consent forms, fill out the questionnaire before your visit and then wait in the virtual waiting room.



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## Frequently Asked Questions

### What conditions can providers treat?

<ul style="list-style-type: none"><li>• Allergies</li><li>• Cold</li><li>• Cough</li><li>• Dizziness/Vertigo</li><li>• Ear Problems</li><li>• Headache</li><li>• Runny Nose</li><li>• Nasal polyps</li><li>• Trauma/Fractures of the Nose</li></ul>	<ul style="list-style-type: none"><li>• Hearing Loss</li><li>• Medication Questions</li><li>• Surgical Questions</li><li>• Post-Operative questions</li><li>• Swallowing Problems</li><li>• Loss of Smell</li><li>• Respiratory Problems</li><li>• Sore Throats</li><li>• Snoring/Apnea</li></ul>
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### Can telemedicine handle my emergency situations?

No. You should not use Telehealth if you are experiencing a medical emergency. If you have a medical emergency, you should dial 911 immediately.

### Can I talk with a provider located in a different state than where I am?

No. You must be in the same state in which the provider is licensed. By law, providers can only practice medicine in the state their medical license is issued in.

### What is telemedicine average response time?

Telemedicine service guarantees an appointment with the provider in an hour. You will need to call our office to schedule your telemedicine visit (your insurance plan may require a referral or prior authorization to see a specialist – please inquire with your insurance before you schedule). The telemedicine visit will be as long as a face to face visit in the office. You will be waiting in a virtual waiting room until the provider activates the visits.

### Cost and payment?

Telemedicine visits will be processed by your insurance and a claim will be sent, just like a face to face encounter. The cost of the visit is determined by your insurance plan.