



TELEHEALTH SERVICES - SERVICE & PAYMENT AGREEMENT

TeleHealth virtual consultation services offered by Eze Health Center are provided as an alternative way for established patients to correspond with the medical provider, via online correspondence, without requirement of an in-office visit. This is a HIPAA-compliant “office visit” for patients.

Requirements for TeleHealth services :

1. Patient must be a registered and established patient with Eze Family Health Center.
2. A scheduled appointment is required prior to TeleHealth Service.
3. Patient understands that the fee for the virtual consultation will be billed to the patient’s active insurance. If there is no active insurance on file, the patient will be billed directly through the fee schedule outlined below.
4. TeleHealth services are provided using internet interaction using a webcam. Patient is required to have the necessary tools , such as a laptop or PC with a webcam and audio, in addition to an updated web browser through Chrome or Firefox in order to utilize TeleHealth Services.
5. TeleHealth patients will be directed to visit the Eze Health Center website at www.TheEzeWay.com, select “TeleHealth” on the site and then “Enter Waiting Room” at time of scheduled consultation.
6. Patient understands that all standard financial policies, regulations and protocols agreed upon during registration as a patient with Eze Health Center will apply for all TeleHealth services.

Fees for TeleHealth Services (for non-insured or non-active insurance): A standard 15 minute Virtual Consultation is \$40. If consultation goes beyond 15 minutes, a \$10 fee per 5-minute segments beyond the initial 15 minutes will be added to total fee. An invoice will be emailed to each patient at the conclusion of each virtual consultation.

All patients wishing to utilize TeleHealth services through Eze Health Center agree to the following:

1. Standard consultations for TeleHealth are scheduled for no longer than 15 minutes. Your active insurance will be billed, however the patient is still responsible for their standard co-pay or deductible to be paid at time of appointment scheduling.
2. No specific appointment times or dates for virtual consultations are guaranteed. There may be instances that a scheduled appointment may need to be cancelled or rescheduled. Patients are required to inform provider if he / she is unable to keep scheduled appointment time.
3. Verbal understanding and agreement of all policies for TeleHealth services, will be established at onset and conclusion of correspondence with the medical provider.



How to use TeleHealth Services with Eze Health Center (3 EASY STEPS!)

****Virtual consultations with TeleHealth are for established patients of Eze Health Center ONLY****

- 1. Schedule an appointment.** Call our office at (240) 419-3865 to request to schedule a TeleHealth Virtual Consultation. Appointments will be scheduled only during standard business hours.
- 2. Pay your co-pay or deductible.** You must pay your standard co-pay or deductible at time of scheduled appointment by phone or emailed invoice. Emailed Invoices must be paid prior to the time of your scheduled consultation.
- 3. Start your virtual consultation.** At the time of your scheduled appointment, visit our website www.TheEzeWay.com and select "TELEHEALTH". Select, "Enter Waiting Room" and, you will be prompted to enter your full name. Once in the virtual waiting room, await the practitioner to enter the session and your virtual consultation will start immediately! (you must have a webcam with audio and an updated browser using Chrome or Firefox.)



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