



Complete Care Center

Clinical Use Cases
Appropriate for Video Visits

Chronic Pain

If your pain has been evaluated by your doctor before, you can use telemedicine to complete pain management follow-up appointments from your home, where you are most comfortable.

Coughs and Colds

Avoid exposing yourself to other sick people when your immune system is already fighting an infection.

Discussing Test Results

Discussing your personal health information should only be done face-to-face. A telemedicine appointment makes sure all your questions get answered, and helps the doctor make a plan.

Eye Infections

Not all eye infections are the same. Telemedicine lets the doctor examine your eye to determine how bad the infection is, and the best way to make it better.

Fever (Less than 3 days in a row)

When you have a fever you feel terrible, and leaving your home to see the doctor is the last thing you want to do. If the fever started less than 3 days ago, the doctor can evaluate you from home using telemedicine.

Mental Health Follow-up

Mental health problems like anxiety and depression require many follow-up appointments with the doctor. Video visits from home makes these important face-to-face discussions easier than ever before.

Medication Questions

Since the doctor needs to see you before making changes to your medicines, and sometimes even for refills, scheduling a telemedicine appointment from home or the office is the best option.

Healthy Living Counseling

Healthy living isn't easy and it takes many doctor appointments to get it right. The good news is these discussions can easily be done from your home using telemedicine.

Smoking Cessation

Taking the first steps toward quitting smoking is a major accomplishment. The convenience of telemedicine makes sure you keep your follow-up appointments and stay on track.

Rashes

Telemedicine is great for rashes and skin issues because the doctor can see the problem to make a diagnosis and treatment plan.

Specialist Referrals

When you need a referral to see another specialist doctor, going all the way to see your own doctor first is frustrating. Telemedicine lets you do this from your home or the office.

Sinus Problems

When your sinuses are acting up, the doctor can figure out what is causing it and how to fix it with a video examination using telemedicine.

Sleep Problems

Doctors have the knowledge to help you get a good night's sleep, and a video examination using telemedicine gives them all the information they need.

Substance Abuse Counseling

Like most medical illnesses, fixing substance abuse requires many appointments to make sure the treatments are working and you are getting better. The convenience of telemedicine helps you keep your appointments and stay focused on your goals.

Vomiting and Diarrhea

When the only thing you care about is being near a toilet, a telemedicine examination from home by your doctor is the obvious choice.



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Abdominal Pain

If abdominal pain is your main problem, the doctor needs to examine you with their hands in person.

Chest Pain

To evaluate chest pain, the doctor must listen to your heart and lungs with the stethoscope.

Cough (more than 4 weeks in a row)

If your cough has not changed for 4 weeks in a row, the doctor needs to listen to your lungs and examine your body in the office.

Difficulty Breathing

When you are having difficulty breathing, the doctor needs to listen to your lungs and examine your body in person.

Ear Pain or Drainage

To determine the cause of ear pain or drainage, the doctor must look in the ears using special equipment in the office.

Fever (more than 3 days in a row)

If you have had a fever for more than 3 days in a row, the doctor must examine your body by hand to make the correct diagnosis.

New Pain

When the pain you have is new and different than before, the doctor needs to examine your body in the office to make the correct diagnosis.

Rectal Bleeding

Rectal bleeding requires the doctor to examine your body by hand, and might want to test your stool for blood.

Shortness of Breath

When you can't catch your breath, the doctor needs to listen to your heart and lungs, and examine you in person.

Sore Throat

If your main problem is a sore throat, the doctor needs to examine you by hand, and might also want to run tests in the office.

Weak Immune System

If you have been told by a doctor that you have a weak immune system due to a specific medical illness or medication you are taking, the doctor needs to evaluate you in the office.

Wound Care

Wounds need to be seen in the office so the doctor can check for infection and help you change the bandages if necessary.