

# FREQUENTLY ASKED QUESTIONS

---

**1. *What is Telehealth?***

**Telehealth** is the use of digital information and communication technologies, such as computers and mobile devices, to access health care services remotely and manage your health care. These may be technologies you use from home or that your doctor uses to improve or support health care services.

**2. *Do I need to be an established patient with Green Clinic to use this service?***

No, you do not need to be an established patient with Green Clinic. If you have never seen a Green Clinic provider, please call (318) 255-3690 or visit our website at [www.green-clinic.com](http://www.green-clinic.com) for more information.

**3. *What equipment will I need to have for this service?***

You will need to have a smart phone, tablet with camera, or a computer with a camera.

**4. *How difficult is this technology to use?***

Telehealth is as simple as a text message or email. Green Clinic staff will explain the process and when it is time for your appointment, you will receive a text message or an email with a link that you will use to connect with your provider.

**5. *Will my insurance cover Telehealth appointments?***

During this time, Medicare and Medicaid will cover Telehealth services. For commercial insurances, we will verify that your policy covers telehealth services.

**6. *Does my Green Clinic doctor offer Telehealth services?***

All Green Clinic providers now offer telehealth services. For more information, please call (318) 255-3690.

**7. *By using my smart phone, will this use data on my data plan?***

If you are not connected to a Wi-Fi, data usage may apply.