



Touchpoint Online Virtual Visit (Telemedicine) Terms and Conditions

Touchpoint Pediatrics is happy to offer online virtual video visits (telemedicine) with our doctors through either your computer or smartphone. While there are some conditions that these visits are useful for, they do have certain limitations. By choosing an online virtual visit, you are understanding and accepting the following terms and conditions:

- Since we are limited in our examination only to what we can see and hear through your camera, and there is no “hands-on” exam or laboratory testing, we cannot diagnose certain conditions such as ear infections or strep throat. In cases in which your child’s condition warrants it, at the doctor’s discretion, you might be directed to have a follow up in-person office visit or even be referred to the ER if we feel it is warranted.
- Some examples of visits that lend themselves to online virtual visits would be skin rashes, stomach viruses, constipation, cold viruses, pink eye, croup, minor injuries, headaches, stomach aches, and the initial evaluation of simple fever illnesses. Temporarily, while we are dealing with the current COVID-19 pandemic, we might arrange for a one-time ADHD or anxiety management med check via an online virtual visit, with the understanding that regular in-person med checks must resume at the next regular interval.
- By Law, we can only treat you by the online virtual visit if you are physically located in New Jersey.
- Well care visits cannot be done by virtual visits, because of the importance of a complete hands-on exam.
- We will bill the online virtual visit to your insurance company, with your normal copay applying. In the event that your insurance company does not pay for the visit, we will bill you a total amount from \$70 to \$200, depending on the complexity and duration of the visit.
- At this point, the online virtual visits will be arranged and scheduled in the same way as regular in-person visits, by calling our office at 973-665-0900 and requesting a virtual appointment. You will provide us with either your email address or cell phone number, and you will be given a specific time for your visit. You will receive an invitation by text or email from doxy.me (our virtual client) when the doctor is ready to “see” you. Please be standing by at least 10 minutes before the time of your visit, in case the doctor is ready to see you slightly earlier.
- If your insurance is waiving Telemedicine copays, we will credit your account.
- Please Note: If you miss your appointment time, you will forfeit your copay. If you reschedule (even same day), you will have to pay another copay. If your insurance is waiving your copay, you will be charged that amount to your account.
- Our doctors are sharing the responsibilities for these virtual visits in between their in-person patient responsibilities. Thank you for your understanding.

3.25.20