

## **IMA Telemedicine Services:**

Due to current circumstances related to the COVID-19 virus, we are now beginning to implement some telemedicine services for the health, safety and convenience of all involved. Not all situations or conditions will be amenable to being addressed via telemedicine, such as those needing a physical exam, labs or X-rays, as well as evaluation of other potentially more serious medical conditions. **To determine if you are able to be seen via telemedicine, feel free to call our Thorndale office at 610-383-6300.**

### **If you are being seen via Telemedicine:**

- 1) You will first need to be **“web-enabled”** through our electronic record. Our staff can help you set up an account and become enabled.
- 2) The visit can be performed through our **Patient Portal Link** on our website (Inglesidemedical.com) or via the **Healow App** that can be downloaded once you are web-enabled. We do recommend that you use the **Patient Portal link if at all able.**
- 3) **The scheduling of appointments will be through calling our phone number** above, and not available through the Healow app.
- 4) Once you are scheduled for a telemedicine appointment, you will need use **Google Chrome** to go to our **website**. Then you will be able to **sign in through the Patient Portal** button. It is recommended that you do so at least **2-5 minutes prior to your scheduled appointment**. If the doctor is running significantly late, we will try to call you and discuss timing further.

This is a new technology for our office, so we are all new to this process. There may be changes in our protocol that need to occur as we evaluate over time. We also appreciate your patience as we all learn and adapt together. Our goal is excellent patient care no matter what the circumstances.

Thank You!