**TELEMEDICINE**

**POLICIES AND PROCEDURES**

**March, 17,2020**

Due to Covid-19 and per recommendations of the CDC and the Minnesota Department of Health, the following policies and procedures to keep patients, providers and staff safe are being implemented, as well as, all policies and procedure to continue to provide the necessary quality of care for all patients. Telemedicine through doxy.me is being used for all initial and follow up visits until further notice.

The office phones will remain open as usual Monday thru Thursday 9:00 to 4:00, Friday, 9:00 to 3:00. For patients that usually schedule appointments outside that time, those appointments are still available through telemedicine. Injections, sample/medication pick up are still available onsite. For injections please call the nurse to schedule an appointment. Sample/Medication pick up times are available M-W-F, 11:00 to 12:30, T-Th, 3:00-4:00. Please call with any questions or concerns during business hours at 952-241-4050.

**Procedures for a telemedicine appointment**

1. Access to a smart phone with camera access or computer with a web cam.
2. Access to internet for browser.
3. Go to [www.stonecreekpsychiatry.com](http://www.stonecreekpsychiatry.com) website and click on Telemed tab on top.
4. Please read all information explaining policies, procedures, updates for telemedicine.
5. For ALL patients, The **Telemedicine ROI**, current **Insurance Card** copy front and back, and/or if you are a first-time visitor the Initial evaluation paperwork has to be printed, signed, filled out, and either;

* faxed back to 952-241-4049
* mailed to 7945 Stone Creek Drive, Suite 130, Chanhassen, MN 55317

**CHECKING INTO YOUR TELEMED APPT**

* From the www.stonecreekpsychiatry.com website
* In the Telemed tab click on Provider waiting rooms, and click on the provider you are seeing
* Sign in with your name and click on your device to activate your camera
* You will be brought to the provider’s waiting room and will be put in queue for your appointment. The provider will then click you in when they are ready. Please be patient…there might be a wait, just like in a real live office

**OR**

* Checking in directly to doxy.me without website
* Go to your browser on device and type in stonecreekpsych.doxy.me/provider you are seeing

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