**FAMILY HEALTH CARE CENTER**

**ON SITE AND TELEVISIT OVERVIEW**

5/24/2020

Overview:

For the time being, the Covid-19 pandemic has disrupted our lives. During this time and always, we want to you to know that we are there for you during this difficult time and are committed to providing safe and quality medical care for you and your family.

Our office has reopened on May 11th, 2020 (see other related documents on our home page) .Our physicians will be operating on site in the a.m. and ramping this up in the coming weeks to include more face to face in office medical care, safety permitting. We will also be offering **TELEVISITS\***, primarily in the afternoons, if it is deemed to be a better fit for you. If you need health services during this time, please proceed in the following way to determine which site of service is for you.

How to proceed:

1. Please call our office at 248-543-2000 between the hours of 8 am to 2 pm Monday through Friday. Office visits will be scheduled appropriately depending on your presenting complaint.
2. If you need us any time before 8 am or after 2 pm or on the weekends , please proceed the following way:
3. *Urgent*-can text us at 248 563 0386 (Dr Paul ) or 586-612-8782 (Dr. Helen-not on Saturday please, can use Dr. Paul as back up)
4. Non urgent-for established patients-please log into your patient portal home page (will need sign on log in credentials and follow time restrictions for Dr. Helen above)

<https://mycw57.eclinicalweb.com/portal7047/jsp/100mp/login_otp.jsp>

1. For those patients who cannot or unable to perform Televisits, a phone call of course is acceptable. We will figure out a way to make things work!

We wish you and your family good health and safety during these difficult times.

Sincerely;

Paul Ehrmann, D.O.

Helen Ostro-Brown , M.D.

[www.docpaul.com](http://www.docpaul.com)

\*Please note re Televisits:

* Most insurances are covering the cost of Televisits during this difficult time, although we do not know this for sure. If it is not covered, we will bill you $75 dollars for the visit.
* By participating with the Televisit, you are giving us the consent to treat you and exchange information.
* You must be 18 years of age to participate or if you are < 18 years old you must be with a parent or guardian at the time of the Televisit.
* If you decide to pay by credit card for any reason, our receptionist can take this over the phone Monday through Friday.
* Minimum download/upload speed 50/10…(can check via www.speedtest.net)
* Windows 10 operating system or any apple product
* **Most reliable on ramp to your televisit experience is through your text link from your smartphone or email from either device**. Back up would be your Healow App that you can download from your app store or your patient portal home page.
* Please text your provider 5 min before each Televisit-248-563-0386

References:

1. [How to have an online visit w your Doctor-From Mayo Clinic](https://www.mayoclinic.org/diseases-conditions/coronavirus/in-depth/questions-about-telemedicine/art-20485831)

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