



Jefferson Surgical CLINIC

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Telemedicine instructions

We are now able to conduct your clinic visits electronically through telemedicine. Telemedicine, or telehealth, refers to audio and video medical visits, similar to how we see you in the office, but over the internet using a video chat. The federal government has recently expanded our ability to use telemedicine visits due to the coronavirus COVID-19 outbreak.

I have great confidence that we can still provide excellent care for most problems without being in-person through a telemedicine visit. These are pretty easy to do, you get to stay at home, have a cup of coffee and stay in your slippers. If you cannot get on a smartphone or computer for telemedicine, we can briefly discuss over the patient portal (preferred) or phone how to care for you as an e-visit or virtual check-in. The telemedicine experience is a much better interaction, though.

For the near future, your scheduled appointment will be converted to a telemedicine visit. Your appointment times will be approximately when our staff will contact you to get you started on the telemedicine visit. At that time, you will receive a call from our office to check you in. We will take the typical types of information, including confirming your medical history, so have your medicines and information ready.

We will also send you a link to open into the chat program. If you plan to use your smartphone for the video chat, you will receive the link as a text message. If you plan to use your computer, we will send the link as an email. Click the link, there will be a short delay as it sets up the connection. You may receive a popup window to hit "allow" to allow the program to use your microphone and camera so that we can hear you and see you. We can then talk like we are together in a room.

Sincerely,

Greg Zachmann, M.D.

Otolaryngology – Head & Neck Surgery

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