

## **Telehealth Frequently Asked Questions (FAQ)**

MemoryCare Corporation is pleased to announce that we now offer telehealth services for all three of our specialty disciplines: Speech/Memory therapy, Occupational therapy and Physical therapy.

Telehealth services will be offered during the duration of the national Public Health Emergency for the novel Coronavirus/COVID-19.

To help introduce and describe what telehealth entails with MemoryCare, we have compiled a list of frequently asked questions for your review. If you have any additional questions, please email [contact@memorycarecorp.com](mailto:contact@memorycarecorp.com) or call our home office at (630) 800-2444.

### **FAQ's:**

1. Q: What is the current expiration date for the Public Health Emergency (PHE) due to COVID-19?

A: The current expiration date for the PHE due to COVID-19 is 7/24/2020. This expiration date could end sooner or be extended again.

2. Q: How much does Medicare pay for telehealth services?

A: Medicare pays the same amount for telehealth services as it would if the service were furnished in person.

3. Q: Are there beneficiary out of pocket costs for telehealth services?

A: No. The use of telehealth does not change the out of pocket costs for beneficiaries with Original Medicare.

4. Q: What kind of technology/device is required to complete a telehealth visit with MemoryCare?

A: Any device (desktop computer, laptop, tablet, mobile phone) that has internet connectivity, a video camera and a microphone. We utilize Microsoft Teams to provide the telehealth visit via video conference. The following link has the hardware requirements to install and use Microsoft

Teams: <https://docs.microsoft.com/en-us/microsoftteams/hardware-requirements-for-the-teams-app>

5. Q: Does MemoryCare have any technology support to ensure that I am successful for my first telehealth visit?

A: Yes. Our team will assist you in installing the Microsoft Teams software on your preferred device and will host a test call with you prior to your first telehealth visit.

6. Q: What do I need to have ready for my first visit? Any recommendations or best practices that MemoryCare can share?

A: We recommend that you complete your visit in a quiet place with minimal distractions. If you have concerns navigating Microsoft Teams (after our hosted, trial call), then we recommend having a support person, present and engaged to assist (if possible). If you would like a family member present, we welcome this practice. If multiple family members want to attend, the clinician will request that they keep their lines on mute until the clinician opens up a designated time for conversation, feedback or insights.

7. Q: What does a session look like and what can I expect?

A: An evaluation/initial visit includes:

- Clinician Introduction
- Client interview and background (this may include discussion of your career/occupation, hobbies/activities you like to participate in, what changes you or your family have noted in your memory and/or communication and discussion of your ability to participate in daily living tasks)
- Informal assessment of communication and cognition
- Discussion of therapy goals and evaluation outcomes
- Provision of a home exercise program/ tips for success
- Wrap Up and scheduling of follow up appointment

## Testimonials:

6/4/2020: “Communicating within a teletherapy setting provides the patience, patient’s family, and therapist expansive opportunities to develop strong interactions. I was skeptical when I first engaged in teletherapy- I was accustomed to face-to-face meetings with my therapist. But within a few minutes of my first teletherapy experience, I was able to connect with my therapist. My computer monitor brought me and my therapist seemingly next to each other. We could spontaneously ask and reply to questions or concerns almost immediately. And, I’ve had the flexibility of a virtual meeting without concerns for parking or privacy.”