



# Telehealth Updates

With Telemedicine the preferred method of care, here are a few helpful updates.

## WAIT TIMES & SCHEDULING

Wait times for all telehealth platforms are at an all-time high. You are no longer given the option to schedule an appointment time but are now placed in a virtual line to wait for your turn. Wait times can be anywhere from 2 hours to 8 hours! You do NOT have to sit on hold during this time and are followed up with a call every hour or so, depending on the vendor, to let you know that you are still in line. During these call backs you are also given the option to continue to keep your place in line or cancel your appointment. Unfortunately, you are not given an exact or even estimated wait time during this.

If you call in vs using the app to schedule an appointment, you run into the possibility of waiting on hold for an extended period of time! **We encourage you to use the telehealth app, if applicable!**

## COVID-19 SCREENING & TESTING

Telehealth providers are able to screen for symptoms and direct patients to screening facilities if necessary. However, they are not able to currently order testing for COVID-19 and CANNOT diagnose COVID-19 via a telehealth session. This also means they are unable to write "return to work" notes for those who do test positive for COVID-19. These notes will need to come directly from the facility or physician who completes the actual testing. They also will NOT provide a script for antiviral medications to treat COVID-19.

## FREE SCREENING RESOURCES

If you feel you may have COVID-19, here are two free screening options you can utilize while reserving care for those in need:

### **COVID-19 Phone Screening Hotline**

If you are in the state of Michigan and experiencing COVID-19 symptoms, schedule a free screening through our COVID-19 hotline. **Call 833.559.0659!** This hotline connects you with an individual almost immediately who will screen symptoms and if necessary, will then set you up with a physician to screen you further. If needed, you will be connected with a scheduler for testing or directed to a resource closest to you for next steps.

### **COVID-19 Screening Online Tool (Website and App)**

Apple released a free screening tool online and via an app. This is going to give you suggestions if you are high risk and then direct you back to your primary care provider while giving a little peace of mind and guidance for you. Visit <https://www.apple.com/covid19/> or the Apple App Store for more details.

## **Carrier Telehealth Options**

Most carriers have some form of telehealth they are currently offering and doing so with a \$0 copay. Check out the telehealth details below that you may already have access to!

### **Common Telehealth Carrier registration links**

- **BCBS/BCN** — Offers both a nurse line and online doctor visits. The nurse line is a significantly lower wait time but also limited on what they can help with.  
Blue Cross members 1-800-775-2583  
Blue Care Network members 1-855-624-5214
- **Priority Health** — Offers MedNow
- **PHP** — Amwell  
Use **Service Key PHP** when registering for an account.