

TCH Genetics Clinic

Telemedicine Appointments

- ‡ What is telemedicine?
 - ‡ A way to receive medical care without meeting with a doctor in person.
 - ‡ Appointments are by video or telephone call.
- ‡ Why is the genetics clinic using telemedicine?
 - ‡ Due to the COVID-19 pandemic, it is safer to meet this way when possible.
 - ‡ Telemedicine appointments are a safe way for us to make genetic testing recommendations and start the insurance approval process.
- ‡ How are telemedicine appointments similar or different from regular in-person appointments in genetics clinic?
 - ‡ Telemedicine appointments are very similar to in-person appointments. The table below shows different parts of a typical genetics clinic evaluation and how they are completed in these two situations.

Part of a genetics visit	Telemedicine	In-person
Medical and family history questions	This will be collected during the appointment, or someone from the clinic might call you before the appointment to collect this information.	Information collected during the clinic appointment.
Physical exam	The physical exam will be completed by looking at the patient, touching the patient (getting reflexes, feeling the abdomen, etc.), and listening to the patient (listening to the heart, lungs, etc.).	Completed by looking at the patient, touching the patient (getting reflexes, feeling the abdomen, etc.), and listening to the patient (listening to the heart, lungs, etc.).
Insurance preauthorization for genetic testing (if recommended at the end of the visit)	This process will be started after the appointment, and it typically takes at least two months. Someone from the clinic is pr	