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.

<table>
<thead>
<tr>
<th>Part of a genetics visit</th>
<th>Telemedicine</th>
<th>In-person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical and family history questions</td>
<td>This will be collected during the appointment, or someone from the clinic might call you before the appointment to collect this information.</td>
<td>Information collected during the clinic appointment.</td>
</tr>
<tr>
<td>Physical exam</td>
<td>The physical exam will be completed using video and/or photos sent in by the patient’s family. This is more limited than an in-person visit, but it can often give enough information to make testing recommendations for most patients.</td>
<td>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.).</td>
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<tr>
<td>Insurance pre-authorization for genetic testing (if recommended at the end of the visit)</td>
<td>This process will be started after the appointment, and it typically takes at least two months. Someone from the clinic will call you with instructions if testing is approved.</td>
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</table>

Tips to make the most of your telemedicine appointment:
- If your appointment is by video, practice opening the links beforehand to make sure the sound and video works correctly.
- Make sure you are by your telephone or logged into the video chat room a few minutes before your scheduled appointment time.
- Make sure your location has bright lighting so the doctor can see everyone well.
- Send photos of the patient via MyChart before or after the appointment to help with the physical examination.
- Call the genetics clinic main line at 832-822-4280 if you have any questions.