

Telehealth Frequently Asked Questions

Question: Now that I have the telehealth packet, what do I do?

Answer: Complete your paperwork as soon as possible and email it to the Pre-admit Clearance Department at TXOHDLClearance@HCAHealthcare.com.

You will receive a confirmation email when your paper work is received, and you can **then** call to schedule the telehealth appointment.

Question: Will my lab orders come from my surgeon's office?

Answer: No. Your lab orders will be sent to your PCP or the lab testing facility **AFTER** your telehealth appointment.

Question: What is the last form in the telehealth packet and what do I sign?

Answer: The last form is called a Continuation of Care Disclosure. It is a release we will fax to outside facilities to acquire your medical records (i.e. lab work, EKG's, clearances).

The items you NEED to complete are:

- Patient name
- Birth Date
- Signature of Patient (at bottom)
- Date

Question: Do I contact my surgeon's office with questions regarding telehealth appointments?

Answer: NO. Please call TOH Pre-admit Department at 713.794.3456 with any questions regarding telehealth.