

## 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 department at [txohdtelehealth@hcahealthcare.com](mailto:txohdtelehealth@hcahealthcare.com)

You will receive a confirmation call within 1 business day from the telehealth coordinator to schedule your visit. A calendar invite with complete instructions and a link to the web-based telehealth visit will be sent via email once your appointment has been confirmed.

**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 the Texas Orthopedic Hospital telehealth coordinator at 832.280.2376 with any questions regarding your telehealth appointment.