

JWM Neurology Offers Tele-Video Appointments During the Coronavirus/COVID-19 Event

10 Frequently Asked Questions



JWM Neurology now offers Tele-Video Appointments during the Coronavirus/COVID-19 Event. This enables our physicians to see patients “virtually” using any smartphone, tablet or laptop. Following are 10 frequently asked questions.

1) What do I need for a tele-video appointment? You will need a smartphone, tablet or laptop and a strong cellular or wifi connection (or hard-wired computer connected to the Internet).

2) I’m not very good with computers or my phone. Will I be able to do this? It is very easy. Our staff and doctors have a lot of experience with many patients in your same situation. We do this every day and are happy to walk you through the process.

3) How do I make an appointment for tele-video? Call JWM Neurology at 317.308.2800 (toll-free 800.801.0262).

4) What do I need to do? Once we set up your appointment, a JWM Neurology staff member will call you the day before your appointment to assist you with the smartphone platform your neurologist will use. Tele-video enables you and your neurologist to see each other via camera. They will also tell you how to call into the tele-video appointment. Be sure to answer your phone when you see a 317 or 765 phone exchange or “no caller ID” on your screen so you don’t miss our call. Our staff will also walk through some paperwork that will be required. Please have your driver’s license (or other photo I.D.) and insurance card handy.

5) What takes place during a tele-video visit? Your neurologist will take a medical history. Please be prepared to answer questions about your medical condition and medications (including over-the-counter) you are taking. It’s always helpful to have a friend or family member present to take notes during your visit and assist you with any connectivity issues.

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6) What type of clothing should I wear? Please wear comfortable, looser-fitting clothing that would enable the neurologist to view your legs, ankles, arms, hands, etc. if necessary. (i.e., no tights or hosiery, leggings or tight-fitting jeans or pant legs).

7) Does health insurance cover tele-video appointments? Yes, these visits are covered just like an appointment in our office. They are subject to plan co-pays and deductibles.

8) What is a smartphone? This is a phone that also enables you to make phone calls, surf the Internet, check email and download apps. “Flip phones” are typically not smartphones and cannot be used for tele-video appointments.

9) What happens if I get disconnected or have technical issues during my tele-video appointment? The neurologist will call you back. If a connection cannot be made, don't worry, as one of our staff members will contact you to reschedule the appointment.

10) I live in an outlying rural community and don't have a strong cellular signal. Can I do tele-video? Sometimes residents in these areas have trouble getting a good video connection on their smartphones. We will do our best make this work for you.