

Telemedicine Visit Policy

Coastal Kids Endocrinology & Weight Management



Telemedicine visits offer a convenient way for your child to receive care. To help us provide a safe, effective, and productive visit, please review the following requirements before every telemedicine appointment.



BEFORE YOUR VISIT

- ✓ Complete your pre-visit forms and questionnaires sent through **Phreesia** before your appointment.
- ✓ Complete requested labs or testing early enough for the results to be available during the visit.
- ✓ Be ready for our pre-visit call approximately 5–15 minutes before your scheduled appointment to:
 - Confirm insurance information
 - Confirm your preferred pharmacy
 - Confirm other information needed for the visit
 - Collect any applicable copay or patient balance



Please keep your phone available during this time.



GETTING READY

- Make sure you have a reliable internet connection.
- Use a device with working video and audio.
- Choose a quiet, private, well-lit location.
- Have other relevant medical information available if needed for the visit.
- If assistance is needed to connect your CGM and/or insulin pump to the clinic, please contact the representative from the relevant device company for assistance before your appointment.



DURING THE VISIT

- ✓ Your child must be present during the telemedicine appointment.
- ✓ Video and audio are required.
- ✓ The provider must be able to adequately see and communicate with the patient and parent/guardian.
- ✓ Please remain in a safe and appropriate location.
- ✓ Telemedicine appointments cannot be conducted while driving or while traveling in a moving vehicle.
- ✓ Please give the appointment the same attention and privacy you would give an in-person office visit.



IMPORTANT



Telemedicine may not be appropriate for every medical concern. Your provider may recommend an in-person examination or follow-up appointment when medically necessary.



If the requirements above are not met—for example, if the child is not present, the family is driving, or an adequate video/audio connection cannot be established, the appointment may need to be rescheduled as in-person visit.



These situations will be reviewed case-by-case at the provider's discretion, taking into consideration the child's medical needs and circumstances.

♥ Thank you for helping us make your child's telemedicine visit ♥
safe, efficient, and productive.



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