

## FREQUENTLY ASKED QUESTIONS

### **Will the telemedicine physician be familiar with my medical condition?**

Yes. The SOC Telemed neurologist will have access to your medical information included in your electronic medical record and will discuss a plan of action with your nurse and directly speak with your physician.

### **How qualified are the telemedicine physicians?**

SOC Telemed neurologists are all board-certified in neurology and many are also board-certified in additional subspecialties. SOC Telemed neurologists have an average of over 10 years of clinical experience, including telemedicine.

SOC Telemed neurologists are caring, dedicated and accountable physicians who are simply providing care from a remote site. Their training and commitment to patient care ensures you receive high-quality, compassionate care.

Also, just like any physician providing care at Phelps Health, every SOC Telemed neurologist must pass critical review before being granted privileges to practice at Phelps Health.

*\*Information in this brochure was provided by SOC Telemed.*

*For more information about TeleNeurology at Phelps Health, visit [phelpshealth.org](http://phelpshealth.org).*

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# TELENEUROLOGY



### **What is TeleNeurology?**

TeleNeurology is a branch of telemedicine in which neurological consultations are offered to you by a remote neurologist (from SOC Telemed) using modern communications technology, such as videoconferencing.



# How Does a TeleNeurology Consultation Work?

## STEP 1

Your care staff at Phelps Health requests a TeleNeurology consultation (teleconsultation) from SOC Telemed.

## STEP 2

SOC Telemed assigns the teleconsultation to an available board-certified neurologist who has been approved to practice at Phelps Health.

## STEP 3

With local staff members from Phelps Health, the SOC Telemed neurologist performs a teleconsultation assessment of you, the patient, via videoconferencing and/or a phone call.

## STEP 4

The SOC Telemed neurologist provides a diagnosis and treatment recommendation(s) based on the teleconsultation assessment to the Phelps Health clinical staff.

## STEP 5

You receive treatment from your local physicians and clinical staff based on the diagnosis and recommendation provided in part by the SOC Telemed neurologist.

## FREQUENTLY ASKED QUESTIONS ABOUT TeleNeurology

### How do I benefit from this type of service?

Through telemedicine technology, a physician can be available within minutes to care for your immediate medical needs and answer questions that you or your family may have.

### When can I expect physician care via telemedicine?

Once a teleconsultation has been started by your attending physician or local staff member, the SOC Telemed neurologist may initially speak with your attending physician or nurse and then appear by video to provide you a real-time evaluation.

### Will the telemedicine physician be able to see and hear me?

Yes. The SOC Telemed neurologist can see, hear and speak with you just like if they were there in person.

### Can the telemedicine physician prescribe or make changes to my treatment regimen?

Yes. The SOC Telemed neurologist has access to your records electronically and is available to work with your local physician, nurses and other staff to quickly get you the care you need.

In addition, the SOC Telemed neurologist is continuously available to your attending physician to discuss any treatment changes that may be needed to ensure you receive appropriate care.