



E VISIT POLICY AND CONSENT TO USE AND CHARGES

The challenges of the COVID-19 Pandemic have been associated with many changes and adaptations one of which is the increased use of electronic technology services. This holds true in the delivery of healthcare as well. To continually accommodate as many patients' medical needs as possible we have incorporated a new **E-Visit (electronic visit)** platform which integrates directly into each patient EMR (electronic health record). Beginning 8-1-2021 by clicking the **MESSAGES TAB** within the (Healow App), and / or, the **ASK DOCTOR TAB** within the (Web Portal) ***you will generate an E-VISIT***. This service can be used for ALL patient related medical inquires (such as health question and issues, medical concerns, requests, and symptoms). Refills for medications which you take daily, appointment requests, general office questions, referral requests, billing questions and medical records requests will NOT constitute and generate E-Visits. **Insurance charges and deductibles will apply to E-VISITS according to the new HCPCS / CPT codes for communicationbased technology services.** By use of the E-VISITS you are accepting and consenting to these terms and services. To help facilitate patient access to care these charges are often only a fraction of face-to-face office visits. Some requests, however, may not be suitable for an E-VISIT and in that case, we will ask you to schedule a face-to-face office visit. We are excited to implement this fully integrated EMR service and we believe it will serve our patients well for years to come. Be Well!

Respectfully, The doctors, physician assistants, nurse practitioners, nurses, medical assistants, research staff, and administrative staff of **BALLANTYNE MEDICAL ASSOCIATES, PLLC.**

Patient Signature