

# White Rock Dermatology Now Offers Teledermatology in Response to Covid-19

We are launching our teledermatology services for our **ESTABLISHED PATIENTS ONLY**, for the next few months during the Covid-19 outbreak and the Safe at Home mandate.

We have chosen Doxy.me as our teledermatology platform. It is a HIPPA compliant product. Here's how it works: You will schedule an appointment as usual by phone or our website. We will then contact you by phone at the time of your visit to collect your copay. The visit itself will then be submitted to your insurance. Any services not reimbursed or covered by your health plan is your financial responsibility. We will then confirm your email or mobile phone number. You will then receive a link via email or text to a website that will take you to our virtual waiting room. As this is a new service for us and the volume across the entire country has drastically increased, please be patient with the process.

Not every dermatological issue lends itself to an audio/video call. Examples of types of virtual appointments that can be made include routine simple follow up appointments, medication refills, a new spot of concern, a new rash, a flare of a known chronic skin condition such as psoriasis, eczema, rosacea, or acne.

If your condition requires a skin biopsy, a medication injection, or incision and drainage of an abscess you will need an in-person appointment. We have reduced hours and staff, so we will find a spot for you as long as you pass screening criteria for Covid-19.

We respectfully ask that you take care of your health and safely (and ours) by **limiting visits to emergencies only** for the time being. We all have loved ones and we do not want to spread a potentially deadly disease. We are following national, state, and county guidelines as well as those of the CDC and our American Academy of Dermatology.

If it is time for your full body skin exam, we will need to postpone that until the Shelter in Place order is lifted. We simply cannot perform full exams on video.

The consent form for a virtual visit can be found on our website under Patient Forms. We ask that you read it and will verbally ask for your consent and document that in your medical record.

During this unprecedented time in our history, **we are still here for you**. It just may look a little different for now. We all have to take care of one another. Please stay safe.