

# AgeWell e-mail

For all AgeWell patients/family members with e-mail addresses

Greetings from AgeWell!

Since the start of the coronavirus epidemic, it has been clear that the best way to prevent spread of the infection is to minimize social contact.

It appears that we are going to be living with “social distancing” for the foreseeable future, but it’s still important that we continue to work together to keep you healthy. While AgeWell has stopped doing most in-office visits, except when necessary, we are glad to stay connected with you by telephone, through our Patient Portal (via the AgeWell website), and now, by Telehealth video visits.

We are also excited to tell you about the Telehealth option we are offering. Through the use of your computer, tablet or smart phone, we can conduct an audio/video visit with you. Our providers and patients have been surprised, and pleased, at how much care can be accomplished by Telehealth. Your insurance plans – Medicare and Medicare Advantage – have expanded their coverage of such services for at least the next several months. AgeWell uses the UpDox program, which is HIPAA secure software, and getting connected is usually quite easy.

For the past month, we have been calling you to cancel upcoming appointments. From now on, however, we will be contacting you about converting your scheduled appointment to a Telehealth visit. Our front desk staff will confirm that you have access to a device – computer or smart phone - which you can use for telehealth visits. Prior to the appointment one of our clinical staff will call you to walk you through the steps of establishing the telehealth connection.

If you need to have a visit with your provider for any reason, we think you will be pleased with the Telehealth option. Simply call and tell the receptionist you want to schedule an appointment.

Dr. Michael Kenny, our resident psychologist, is also available through Telehealth. Dr. Kenny is able to treat our regular Medicare and Blue Cross/Blue Shield patients for any emotional difficulties they are experiencing, whether or not related to coronavirus.

We also want to remind you that the Patient Portal is another option to communicate with your provider through the AgeWell website ([www.agewellmedical.com](http://www.agewellmedical.com)). Step-by-step instructions can be found on the website once you click on Patient Portal. All you need to set up your portal set up is an email address, an internet connection, and a temporary password from the AgeWell staff.

We appreciate your understanding and cooperation during this difficult time. This is a huge adjustment for all of us, but we don’t want you to be without medical care until it is once again safe to visit in the office.