

Telehealth Visits FAQ

Last modified on 10/03/2024 9:54 pm EDT

Can I select more than one office in the Select An Office for Telehealth section?

You can only select one office for telehealth visits. To set up more offices for telehealth, contact your account manager.

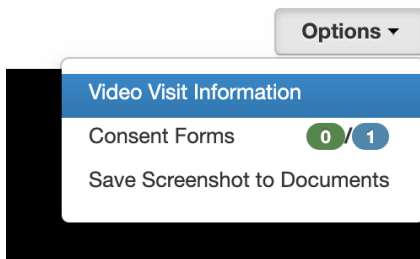
Go to **Account > Offices** and then select the office for telehealth visits.

How do I include the meeting link of a video visit in the email reminder?

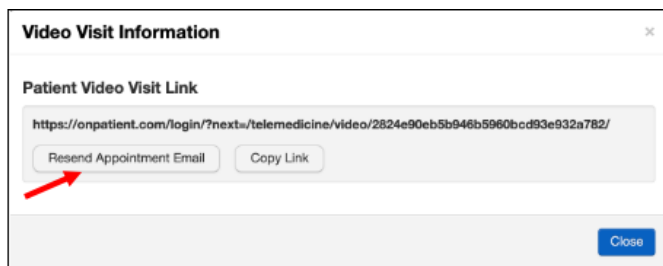
Text and email reminders for video visits automatically contain the meeting link for the patient to join the video visit.

How can I resend the meeting link before the appointment time?

1. After you have joined the video visit, select **Video Visit Information** from the **Options** menu.



2. Select **Resend Appointment Email**.



What if the patient or the doctor can't connect to the video visit? Will I still get charged?

The telehealth feature is free for up to 5,000 minutes per provider per month.

Can I do a screen share during a telehealth visit?

Screen sharing is supported on the iPhone and iPad EHR app.

I have been using Chiron for telehealth and would like to use DrChrono's telehealth feature. Can I use the same Telemed billing profile that I used with Chiron for video visits in DrChrono?

The billing profile can still be applied to telehealth visits in DrChrono. If you need to change your [billing profile](#), go to **Schedule > Billing Profiles**.

Does telehealth work on mobile devices?

For providers, DrChrono's telehealth feature is available through the EHR application for [iPad](#) and [iPhone](#).

Patients can join the video visit using the emailed link through their mobile device's web browser or the [OnPatient](#) app.
