

# Telehealth Visits - FAQ

07/08/2024 7:46 pm EDT

- **Is there a way to select more than one office in the section "Select An Office for Telehealth"?**

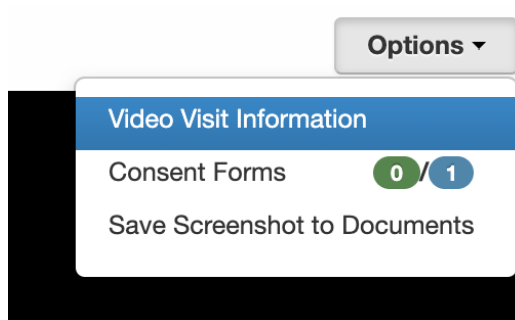
Currently, only one office can be selected for telehealth visits by the user. To select this office, go to **Account > Offices** and choose the office for telehealth visits. If you would like to set up more offices for telehealth, please contact your account manager.

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

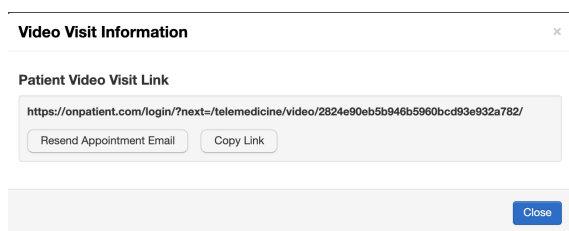
Text and email reminders for video visits automatically contain the meeting link for the patient to join the video visit.

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

Once you have joined the video visit, go to **Options** and select **Video Visit Information**.



Select **Resend Appointment Link**.



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

DrChrono's telehealth feature is currently free to use for up to 5000/minute per provider per month.

- **Can I do a screen share during a telehealth visit?**

Currently, screen sharing is not supported with our telehealth feature.

- **I have been using Chiron for telehealth, and I would like to use DrChrono's telehealth feature. Will the same "Telemed" billing profile I used with Chiron still be usable for video visits in DrChrono?**

The billing profile can still be applied to telehealth visits in DrChrono. If you need to make any changes to your [billing profiles](#) 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 through the [OnPatient](#) app.

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