

# TELEMEDICINE Q&A

Below you will find a list of our most commonly asked questions about our Telemedicine product.

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## Your Telemedicine Account

By now, you should have received a welcome email with your username and temporary password. Please change your password once you have logged into your account.

## Accessing Your Account

**Q: How do I access my Telemedicine Account?**

**A:** Please click on the links below to access the HIPAA compliant portal:  
[https://tele.vetmatrix.com.com/users/sign\\_in](https://tele.vetmatrix.com.com/users/sign_in)

## Password

**Q: How do I change my temporary password?**

**A:** Once you have logged into your account, click on the **Settings** gear located at the top right corner of your screen.



- Next, click on the **Change Password** tab.



- Enter your new password and click **SAVE**.

## Profile Set-up

**Q: Why do I have to add my license number to my profile? Is it used for billing purposes or for something else?**

**A:** In order to offer Telemedicine services, you MUST include your license for each state you're licensed to practice in, and these are the only areas that you can service. If you want to service other states, you would need to attain a license to do so in that state. There are federal and state level laws that require this.

**Q: Do I need to add a photo?**

**A:** For your personal account, you do not need to add a photo. However, if you choose to create a public profile for the directory then you will have to add a profile photo. It also personalizes your account a bit further and helps make patients more comfortable.

**Q: I am trying to upload a photo but the system won't let me.**

**A:** If the platform will not allow you to add a photo, send it in to [telesupport@vetmatrix.com](mailto:telesupport@vetmatrix.com) and specify that you'd like it uploaded into your Telemedicine account. We'll work with the developers to make sure it gets added.

## Calendar

### Q. How do I sync my provider calendar with my Google calendar?

**A:** Under **Settings > Main**, scroll down and select to turn Calendar Sync On. You will then be prompted to choose a Google Account of yours to sync to. However, at this time there is a known issue that prevents the two calendars from syncing. We are aware and have been working to fix it, but the issue lies on Google's end. We do apologize for the inconvenience.

Calendar

Sync Off  Sync On

## General Account Questions

### Q: My message recipient has an option of an administrator I don't recognize. Who is this and why is this showing up on my account?

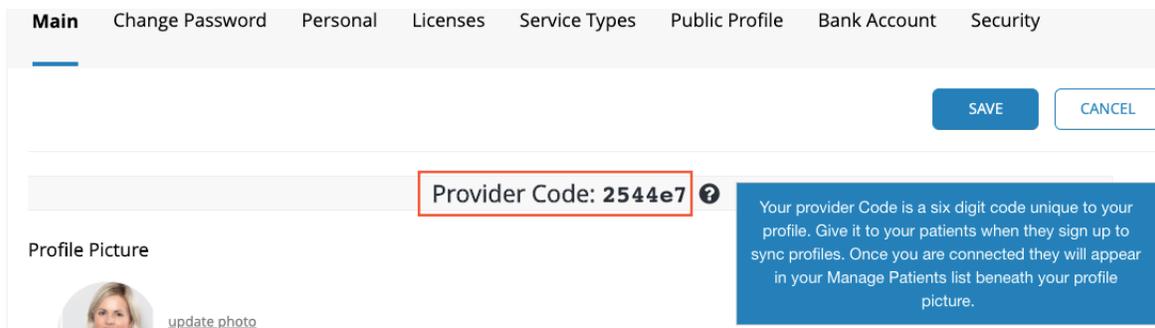
**A:** Our VetMatrix Tele Team is listed as administrators in the event that we need to correct information on your account via your request.

### Q. What happens to my information should I cancel my account?

**A:** Once the account is deactivated, any information in your Telemedicine account is archived and stored within the HIPAA Compliant platform. In the event that you reactivate your account, much, if not all of this will be accessible to you again.

### Q. What is my Provider Code to send to my patients to reference when creating their own account?

**A:** When logging into your Portal, click **Settings** in the top-right corner, then on the **Main tab**, you'll see your **Provider Code** in the middle of the page, typically a 6 character (alphanumeric) code.



## Billing

**Q. Does the patient pay the additional processing fee or is this taken off the fee by Stripe?**

**A:** Stripe will take this fee off of what amount you bill your patient. Some Providers will include this in the price of their services in order to cover the fee as well as their rendered services.

**Q: Where can I find Telemedicine ICD-10 Codes?**

**A:** [The Centers for Medicare and Medicaid Services](#) offer a comprehensive list of covered Telemedicine Codes, which can be found by clicking on the link below:

[CMS Telemedicine Services Codes](#)

**Q: If I have a group practice, how does billing work?**

**A:** Each provider needs to have their own separate Telemedicine account and will be able to bill patients through their account.

**Q: How do I bill patients who are in-network?**

**A:** You can disable the billing from within your Settings, and bill through the insurance.

**Q. Due to COVID-19, will insurance cover Telemedicine?**

**A:** It is best to work with your insurance provider to determine what is covered.

**Q. Is Telemedicine covered the same as an in-person visit?**

**A:** Each insurance plan has different rules and considerations. Please check with your plan to determine coverage.

## Patient Information

### Q. How do I edit a patient's information?

**A:** As a provider, you are not able to edit any information the patient enters on their account. If there are errors, the patient must update their information.

The Tele Support team can update a patient's email. Please contact our team on your patient's behalf to request assistance.

### Q. What is the "medical purpose" for patients to select their gender? Who has access to this information?

**A:** This mainly relates to the coverage offered on a state by state basis as legislation is a little different on who or what is covered under Telemedicine. The patient selects 'male' or 'female', whichever gender they were assigned at birth, to ensure that they are covered should there be an insurance or state restriction based on gender identity.

### Q. How does this platform work with patients who are minors?

**A:** Minors would need permission from their parent(s) or legal guardian in order to use the platform.

### Q. How do I remove/hide some of the tabs on the patient side?

**A:** At this time, the tabs cannot be removed or edited.

## Patient Sessions

### Q. Can my patients use Facetime?

**A:** Facetime cannot be used for Telemedicine as it is not a HIPAA compliant app platform. However, patients can use their phones or tablets to log in to the telemedicine platform.

Please direct your patient to [tele.vetmatrix.com](https://tele.vetmatrix.com) to login to attend a session.

**Q. Is a patient considered a user?**

**A:** Yes

**Q. Is there a way to track how long I've been in a session?**

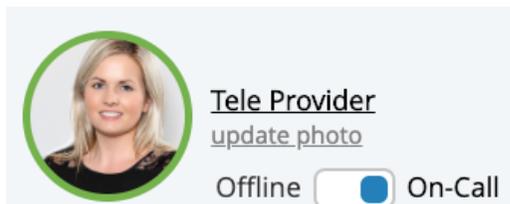
**A:** If you click **Manage Schedule** and then select the session, it will tell you the length of the session from the time both parties started the session to when it was completed. The platform itself doesn't track the time while in-session.

**Q. How long before a session should I click "Check-in"?**

**A:** We recommend providers first starting out should check into their sessions as early as possible, in the event that there are any technical issues on your end or with your patient.

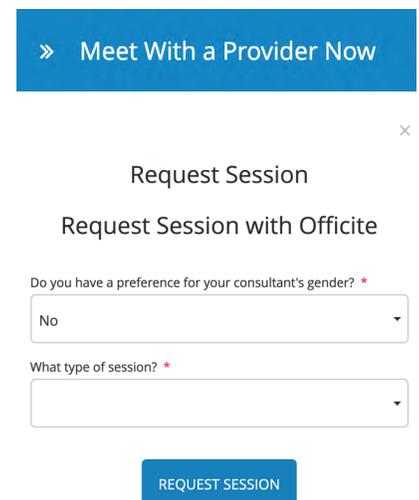
**Q. How do I as a Provider allow patients to request an on-demand session?**

**A:** You just need to toggle the On-Call switch at the top-left portion of your Portal to **On-Call**. This then adds a new tab to your **Session List** called **On-Demand Requests**. From the new section of your Session List, you can see the session that is waiting, review the details, and choose to **Claim** if you'd like to accept, then choose **Start Session**. (**NOTE:** patient will also need to select **Start Session** on their side as well, when ready).



**Q. How do patients request an on-demand session?**

**A:** Before you provide your first on-call session, you'll need to alert our Tele Support Team or your on-staff Administrator (if applicable) to configure your [Public-Facing Calendar](#). We can assist with this if needed ([telesupport@vetmatrix.com](mailto:telesupport@vetmatrix.com)). Once configured, you can either place a customer in the waiting room or they can log into the platform and choose to **Meet With a Provider Now** at the top-left. Choose their preferences and then select **Request Session**.



## Forms

### Q. Can forms be created that allows patients to sign electronically?

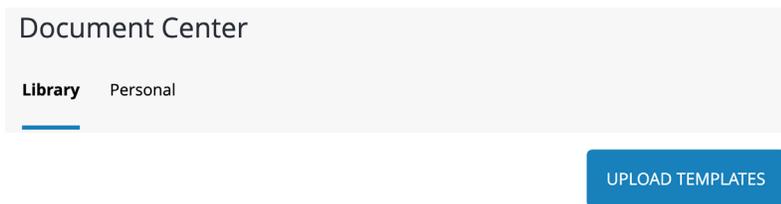
**A:** If you have signed up for the Telemedicine with e-Signature package, then the PDF forms you upload into your library, in the documents center, will have the e-sign feature!

### Q. Can I upload my own forms? How do I upload them?

**A:** You can! Simply go to your **Document Center** (located on the left-hand menu of your Tele Portal).

**Telemedicine Services w/ e-Signature Accounts** - Use the **Library** tab primarily, as this is where PDF forms can be uploaded that will offer a patient the e-sign option.

**Telemedicine Services Accounts** - Use the **Personal** tab to upload all PDF documents. From both **Library** and **Personal**, you can send, upload and delete documents.



### Q. I have forms that I would like to upload and have the patient fill out while online. How do I do that?

**A:** After ensuring that the forms are formatted as a PDF, login to your account and go to the **Document Center**.

If you have the Telemedicine Services with e-Signature package:

- Click the **Library** section. Click **Upload Templates**, **Select File**, and then select the file/form from your computer. Then click **Upload**. Remember to upload any forms at least 45 min - 1 hour prior to the start of a session, as the system needs time to encrypt the form.

**Q. How does a patient send back a completed form to me?**

**A:** If it is a form that they have electronically signed, the system will then attach that form to a message that the patient can then send to the Provider.

**B:** If it is a form that cannot be electronically signed, the patient must download and then print out the form to fill it out. Afterwards, they can either upload it back to the platform and attach it as a message to send to their Provider, or they can take it to an in-person visit.

## VCPR

**Q. What is a Veterinarian-Client-Patient Relationship (VCPR) and why do I need to establish one?**

**A:** A VCPR must be in place in order for you to be able to legally provide treatment, prescribe medications, or administer vaccines to your patients. Once you have examined the pet at your vet clinic and established a relationship with it, along with the owner you can start providing virtual care.

**Q. Can you establish a VCPR online, via email, or over the phone?**

**A:** A valid VCPR cannot be established electronically, however, once a VCPR is established and you have sufficient knowledge of your patient you can conduct a virtual exam, access the patient's medical records through telemedicine communication tools.

**Q. Does every state require a VCPR?**

**A:** A VCPR is required by law in many states in the U.S. the American Veterinary Medical Association (AVMA) provides a list of states that require a VCPR. [Click here to view.](#)

**Q. What are the different requirements for maintaining a VCPR?**

**A:** There are a couple of requirements for establishing a VCPR but the main requirement is creating a bond with your patient at your vet clinic first in order to physically examine and understand the pet's condition. For additional information on VCPR requirements [click here.](#)

**Q. Does HIPAA apply to veterinarians?**

**A:** No, pets are not protected by HIPAA, however, their health information and medical records are protected by law. [Click here](#) for more information about the confidentiality of veterinary patient records and your state.

## Messaging

**Q. How are messages stored and sent?**

**A:** If you click **Manage Clients** and then select the name of a specific patient, it will bring up their patient file. From there, you can select **Message History**, and this will show all the messages that you and your patient have exchanged with one another.

**Q. Can the messaging service be turned off?**

**A:** If you do not wish to use the messaging service within the platform, you can go to the **Messaging Center** and click on **'Settings'**. This is where you can set a temporary or permanent away message as well as customize the actual messaging. You can include information on how to best get a hold of you beyond using the messaging center within the platform. This way the patient will receive an auto-respond with your custom message and will know what to do next.

**Q. Can I use the platform to send patients messages even if they are not utilizing Telemedicine visits?**

**A:** They would need to be added as patients in your account to do so, but yes, this is an option.

## Notes

**Q. Can my patients see my notes during a session?**

**A:** No, only the Provider can see the notes being taken during a session. The only way a patient would be able to see any notes is if you are posting them on the whiteboard function.

## Technology

### Q. Can a patient use a smartphone or tablet instead of a computer?

**A:** Yes, mobile devices can be used for this platform. Just be sure not to use the app. They should use their internet browsing app of choice to then visit [tele.vetmatrix.com](https://tele.vetmatrix.com) directly.

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**A:** Yes, mobile devices can be used for this platform. Just be sure not to use the app. They should use their internet browsing app of choice to then visit [tele.vetmatrix.com](https://tele.vetmatrix.com) directly.

### Q. Is it important for both the Patient and Provider to be on low bandwidth?

**A:** It can be. Many of our Providers have noted a vast improvement on the quality of the video, sound, and connection in their sessions when toggling to the low bandwidth setting within the session.

### Q. What should I do if I'm unable to hear/see my patient?

- Refresh browser, or exit the session and re-enter it.
- We recommend using Chrome or Firefox whenever possible.
- If you're on a phone or tablet, use the internet browsing app and go to [tele.vetmatrix.com](https://tele.vetmatrix.com). Do not use the app.
- Make sure both your devices and browser as well as the patient are as up-to-date as possible.
- Make sure your internet speed is **AT LEAST** 3 Mbps.
  - Click [here](#) to check your internet speed.
- Finally, to ensure your video and microphone are set-up properly, click on this link [Tokbox Test](#) to run a few diagnostics.
  - As soon as you click on the link, Tokbox will automatically begin scanning and testing your equipment.
  - Once complete, scroll down to the bottom of the page and click on the 'save this data as simple text' link.
  - Copy and paste this text and send it to [telesupport@vetmatrix.com](mailto:telesupport@vetmatrix.com) and our team will work with the developers to resolve the issue.

## Additional Resources

For additional help, be sure to visit our online resource section where you can find topics on:

### [Software Navigation](#)

[Settings](#)

[On-Call/On-Demand Requests](#)

[Journaling](#)

[Transfers](#)

[Superbill](#)

[Provider Plans and Subscriptions](#)

[Payment Method](#)

[Whiteboard](#)

[Session Billing](#)

[Billing and Payments](#)

[eSign and Custom Form Templates](#)

[Instant Chat](#)

[Secure Messaging](#)

[Video/Audio Troubleshooting](#)

### [General Information](#)

[About Telemedicine](#)

[Device Requirements](#)

[Internet Connectivity Requirements  
and Firewall Settings](#)

**Have more questions? Please contact our team at:**

Phone: 855-294-4588 Email: [telesupport@vetmatrix.com](mailto:telesupport@vetmatrix.com)