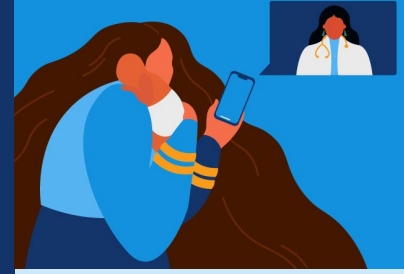


Telehealth at Seattle Indian Health Board



Telehealth at Seattle Indian Health Board (SIHB) offers you more flexibility and access to many of our culturally attuned health and human services.

What is telehealth?

Telehealth refers to the delivery of health-related services over remote communications channels, typically by phone or video chat.

What does telehealth at SIHB look like?

We're offering appointments by phone or video chat. You can visit with our licensed medical, behavioral health, substance use disorder, dental, and nutrition professionals. Our Traditional Health division and community services teams offer support and resources too.

How do I schedule a telehealth appointment?

Call us at 206-324-9360 and ask to schedule a telehealth appointment.

How does my telehealth appointment work?

We will call you the day before your appointment to remind you and to update any information that may have changed.

Your provider will gather information, answer any questions you have, and work with you to come up with the best treatment plan. If your provider feels you need in-person care, they will schedule a follow-up appointment. We send prescriptions to the pharmacy of your choice. SIHB's pharmacy is offering mail-order medications for eligible prescriptions.

What does it cost?

Will I be charged for my telehealth visit?

Your telehealth visit will cost you the same as an in-clinic visit. What you owe after this visit depends on if you have health insurance and what your insurance covers. SIHB will bill your insurance for this telehealth visit. If you would like help understanding your estimated cost, please let your provider know you would like to speak to an Enrollment Specialist to learn more.

What if I don't have insurance?

SIHB has Enrollment Specialists available to help you understand what options are available to you. Please let your provider know you would like to speak to an Enrollment Specialist to learn more.

Do you offer financial assistance?

SIHB offers a sliding fee discount if you do not have health insurance and can help reduce your healthcare costs. Eligibility for the program is based on family size and income.

I am Native American (Title V), do I have to pay?

While Title V covers services at our clinic, including telehealth, it is not a form of insurance. In the event you need a referral for another specialty clinic, or emergency services, those services would not be covered by Title V. Enrolling in an insurance plan will give you more flexibility in the event you need extra services.

Enrolling in an insurance plan also helps SIHB get reimbursed for the services we provide. This strengthens the work we do in the community and expands our Traditional Indian Medicine programming.



How should I prepare for my telehealth appointment?

Before your appointment

- Find a private, comfortable location to sit during your appointment. This could be a room in your house or even in your car.
- Have your information ready and easy to access. This includes:
 - Health Insurance information
 - Any questions you may have for your provider
- One of our Community Relation Advocates will call you on the day before your appointment. They will confirm your information and answer any questions.

The day of your appointment

- Check your technology. Make sure to charge your device and be in a place where there is good reception or reliable internet access.
- Get ready for your appointment. Make sure your space is private, quiet, and free of distractions.
 - For phone calls, be prepared 10-15 minutes before your appointment.
 - For video visits, enter the online waiting room 30 minutes before your appointment.
- Have a pen and paper available in case you need to write anything down during your appointment.
- Have your provider's office phone number in case you get disconnected

During your appointment

- Get situated and be ready with your device about three minutes before the start of your appointment.
 - For phone appointments, your provider will call you.
 - For video visits, your provider will start the video chat when they are ready.
- Appointments over the phone or video visits take roughly the same amount of time as an office visit.
- Be sure to ask any questions you have before ending your appointment.
- If your provider feels that you need in-person care, they will schedule a follow up appointment.
- Your provider can tell you about other ways we can support you during these difficult times.