



VirtualCare Appointment Preparation Requirements

Welcome to ABC Health Care. We are excited to help you treat your sleep apnea and begin your sleep therapy. The best start to successful sleep therapy is to understand *what you should expect from this experience*. The information provided in this document will help you on your path to successful therapy.

How will I receive my therapy? We are committed to the health and safety of our patients and our employees. Due to the current Coronavirus (COVID-19) pandemic, ABC Health Care is adhering to the direction of the Centers for Disease Control and Prevention (CDC) to provide clinical care through the use of telehealth. As a result, ABC Health Care will provide your initial sleep therapy appointment through our VirtualCare platform. Your VirtualCare appointment will allow you all the benefits of an in-office ABC Health Care sleep therapy service appointment, while being in the comfort of your own home. Prior to your VirtualCare appointment, you will receive your sleep therapy equipment via mail / shipping service. This equipment will be carefully programmed and selected specifically for you. Because sleep therapy equipment is regulated by the FDA, ABC Health Care highly recommends you do not attempt to use your equipment prior to your VirtualCare appointment.

I understand & agree with the information contained within this section

How will ABC Health Care conduct the VirtualCare appointment? Your ABC Health Care Sleep Therapy Technician will call you using the phone number you provided at the date/time of the appointment that you booked online. In order to create the best educational experience, we highly recommend that you have a second person (spouse, caregiver, family member, etc.) with you during the VirtualCare appointment to assist with the equipment and education retention. If needed, we also employ the use of HIPAA compliant video conferencing software that can be used with smart-phones, tablets, and video/audio enabled computers.

During the VirtualCare appointment, your Sleep Therapy Technician will provide you instructions and/or education regarding:

- Proper usage of your CPAP / BiPAP device
- Proper fitting of your mask
- Proper cleaning of your equipment and supplies
- How your insurance pays for sleep therapy (including equipment rental and purchase policies)
- Sleep Therapy compliance requirements
- Requirements to follow up with your prescribing physician
- Ordering replacement supplies

Your Sleep Therapy Technician will also answer any questions you may have about your therapy and also schedule your follow up appointment with them.

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Is there anything I need to do to be fully prepared for my VirtualCare appointment? Yes, absolutely. In fact, your preparation is absolutely vital to a successful VirtualCare appointment – and to your long term success as a sleep therapy patient. As a result, we highly recommend the following preparations be completed:

- Prepare your home setting for your VirtualCare appointment** – In order to reduce complications / delays and provide you with the best experience, you need to:
 - Invite another person to be with you during your appointment
 - Use a speakerphone or wireless (i.e. hands free) device to conduct the call
 - Conduct the appointment in the location where you normally sleep (or a setting that mimics your normal sleeping style)
 - Turn off (or mute) any potential sources of loud noise and/or distraction that may cause lapses of focus (including, but not limited to, televisions, radios, work phones, social media; etc)
 - Open all the boxes sent to you by ABC Health Care and plug in your CPAP / BiPAP machine prior to the appointment
 - Identify & have available your home Wi-Fi's name and password (if applicable)
- Learn about your Obstructive Sleep Apnea** – Click on the link [\(CLICK HERE\)](#) to learn about Obstructive Sleep Apnea.
- Download our video conferencing software** – In the event you would benefit from a video conference, please download the following applications to your smartphone or tablet:
 - Apple devices [\(CLICK HERE\)](#)
 - Android devices [\(CLICK HERE\)](#)
- Prepare for potential unknown roadblocks** – In other words, bring your patience with you. Telehealth experiences within patient's homes are new. We recognize the experience may create some challenges for some patients and be extremely easy for others. Each patient experience is different. However, we are committed to ensuring the VirtualCare experience you have with us meets your needs and provides you with the best level of care possible.

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Again, we are excited to be your sleep therapy provider and we want to make your VirtualCare appointment as easy as possible. We are committed to being resourceful, responsive, and clinically focused in our interactions with you. Thank you for choosing ABC Health Care as your sleep therapy provider. We look forward to being your partner in your successful treatment of sleep apnea.

If you have any questions or need to contact us regarding your scheduled appointment, please call (757) 251-2718.

- ABC Health Care