

# TELEHEALTH FAQ

## **1. what is telemedicine?**

Telemedicine is defined as means the interactive use of audio, video or other electronic media, including asynchronous store-and-forward technologies and remote patient monitoring technologies, for the purpose of diagnosis, consultation or treatment.

## **2. What is MBI telehealth?**

MBI telehealth can offer a safe, secure and convenient alternative for the treatment of minor, work-related injuries and services including physical therapy. MBI Telehealth is not designed to treat life-threatening or emergent conditions. More serious injuries requiring hands on care, such as sutures, or x-ray will still require an in-office visit. The MBI Telehealth provider may choose to direct you to a clinic if the injury is deemed too serious to treat via Telemedicine.

## **3. Can I use telehealth for physicals too?**

MBI telehealth program is only offered for work related injuries. This provides employees an alternative if they are unable to come into our clinics for treatment. You will need to come in person to complete physicals.

## **4. How secure is your visit via telehealth?**

All data is encrypted. Patient sessions are not recorded, and no patient information is stored on the telemedicine platform. We use the AES cipher with 128-bit keys to encrypt audio/video, and HMAC-SHA1 to verify data integrity via Doxy.me

## **5. Can I use MBI telehealth program if I am sick?**

MBI is not an urgent care, we treat the injured not the ill. Our telehealth program is intended to treat minor injuries that occur on the job.

## **6. What types of injuries can you treat via telehealth/telerehab?**

- Sprains/strains/contusions
- Repetitive use injuries
- Abrasions
- Bloodborne pathogen (BBP) exposures
- First degree burns
- Soft tissue injuries

**7. How do I start using telehealth if I get injured at work?**

You first must report your injury to your supervisor to provide authorization to utilize our telehealth program. Then you will call your nearest MBI facility to schedule your virtual visit.

**8. Do I need a computer to use telehealth?**

You can use a computer or mobile device as long as you have access to Google Chrome, Microsoft Internet Explorer, Mozilla Firefox, or Safari (Mac only). You will receive a hyperlink via email or text to begin your telehealth or telerehab virtual visit.

**9. Do I have to be seen first in-person for my injury or can I use telehealth?**

MBI telehealth is recommended for minor injuries. If the telehealth provider advises that you need diagnostic testing or medical assessment, you will be referred to the nearest MBI facility for treatment.

**10. For telerehab it states it is only offered for patients who have been seen at the clinic first, why is that the case?**

To provide proper assessment and the tools necessary for patient recovery it is important our telerehab provider conducts a comprehensive evaluation in person.

**11. Is there a cost to use telehealth, will I receive a bill?**

No. Your virtual visit is billed to your employer's workers compensation insurance carrier.

**12. How long will the visit take?**

Your virtual visit will be typical to an in-office visit. Depending upon the nature of the injury, medical diagnoses and treatment will vary.

**13. Are you offering this service 24/7?**

MBI telehealth is available Mon-Fri 8 AM – 10 PM, Sat 8 AM – 6 PM, Sun – After hour triage line only. Injury care is available 24/7/365 with our after-hour triage line at 602.272.7676. We are working on a process to offer telehealth 24/7 very soon.

**14. Who can I contact for technical support?**

You can call any MBI facility or your Health Service Manager for assistance. You may also email [connect@mbiaz.com](mailto:connect@mbiaz.com) for assistance.