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Telephone/Telehealth/Video call visits

Dear Patient,

Throughout the Covid pandemic, our office has offered telehealth services to support optimal patient care and convenience. Please understand, these services are billed through your insurance plans. Based on your specific health plan policy, copays/deductibles may apply. We plan to continue offering these options to stay current with patient's needs.

Of course, in-Office visits will remain available and can be scheduled by calling the office.

If insurance directed patient copays/deductibles are creating a financial hardship, please reach out to the office for assistance by email.

Please reach out to the office with any additional questions. Note that you should use email for non-urgent matters as it may take 72 hours for a response. For emergencies, please call the office or go to the emergency room for care. Again, please use email for non-urgent matters and never rely on e-mail if the communication is urgent or sensitive!

Always include your date of birth, due date, cellphone number, meds you are taking, and allergies in your emails. Also include as much of your relevant history and current medical status as you can so we can respond in a more timely manner.

If you desire a teleconference, email us and we can set up a time at https://doxyme.com/DrHanjani.

Feel free to email to:

<u>Soheil.Hanjani@steward.org</u> Jennifer.Andrews@steward.org.

Best,

Soheil Hanjani MD