

Telehealth Today Services

Frequently Asked Questions

What is a Telehealth visit?

- Telehealth — sometimes called telemedicine — lets your doctor or nurse practitioner provide care without an in-person office visit. It's done primarily via telephone or the internet using a computer, tablet, or smartphone.

Why might I need a Telehealth visit?

- COVID questions, and discussions about visits with specialists
- Behavioral health, medication questions, birth control prescriptions, discussing test results
- Discuss health & wellness, and manage chronic health issues (blood pressure, diabetes, etc.)
- Diagnosis and possible treatment of some conditions, such as respiratory illnesses, headaches, minor rashes, allergies, insect bites, poison ivy, and musculoskeletal concerns

Who provides Telehealth Today services at Acton Medical Associates?

- All Providers can offer Telehealth services if appropriate, including Physicians, Nurse Practitioners (NPs), Social Workers, and Dietitians. **Several NPs are designated for same-day visits on a rotating basis.**
- Telehealth scheduling is offered via www.actonmedical.com. To schedule with a specific primary care Provider, call [\(978\) 635-8700](tel:978-635-8700) and follow the prompts for appointments.

How do I find the earliest appointment on the scheduling page?

- Scroll through the Providers listed on the left side of the page. Click on any Provider's name to see the week ahead and available visits.

Do I have to pay for a Telehealth visit?

- Currently in Mass., insurers are required to cover Telehealth services by a contracted provider if the services would be covered by in-person delivery and the healthcare service can be delivered appropriately via Telehealth. These services will be billed to your insurance carrier and may be subject to the deductible or co-insurance requirements of your plan. If, during your Telehealth visit, it's deemed that in-person care is required, then it will be arranged by our team and there will be no charge for the Telehealth visit.

What if the Telehealth Provider decides I must be seen in-person?

- Our team will help set up an in-person appointment with a health care provider at Acton Medical, or direct you to Urgent Care or the Emergency Department depending on the acuity of your condition. If it's determined that in-person care is required for the condition that prompted your call, then the Telehealth visit will not be billed.