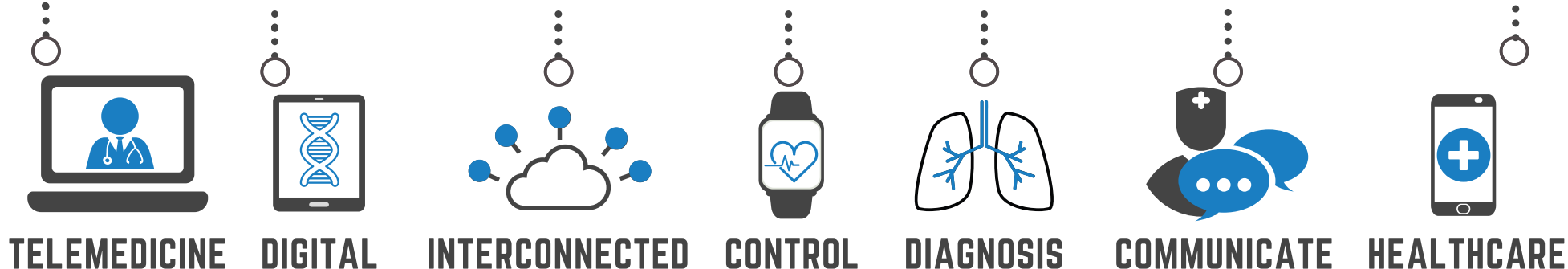


# DIGITAL HEALTH



## UPDATE ON COVID-19 (CORONAVIRUS)

Ironwood Cancer & Research Centers ensures you that our offices are open and will remain so with our regular hours. We are continuously monitoring the situation and will keep the health and safety of our patients, employees and our community as our priority.

We have upgraded our services by now offering telehealth through DOXYme. Our office staff will work with you to schedule your telehealth and regular office visits. To access your telehealth appointment you do not need to create an account with DOXYme.

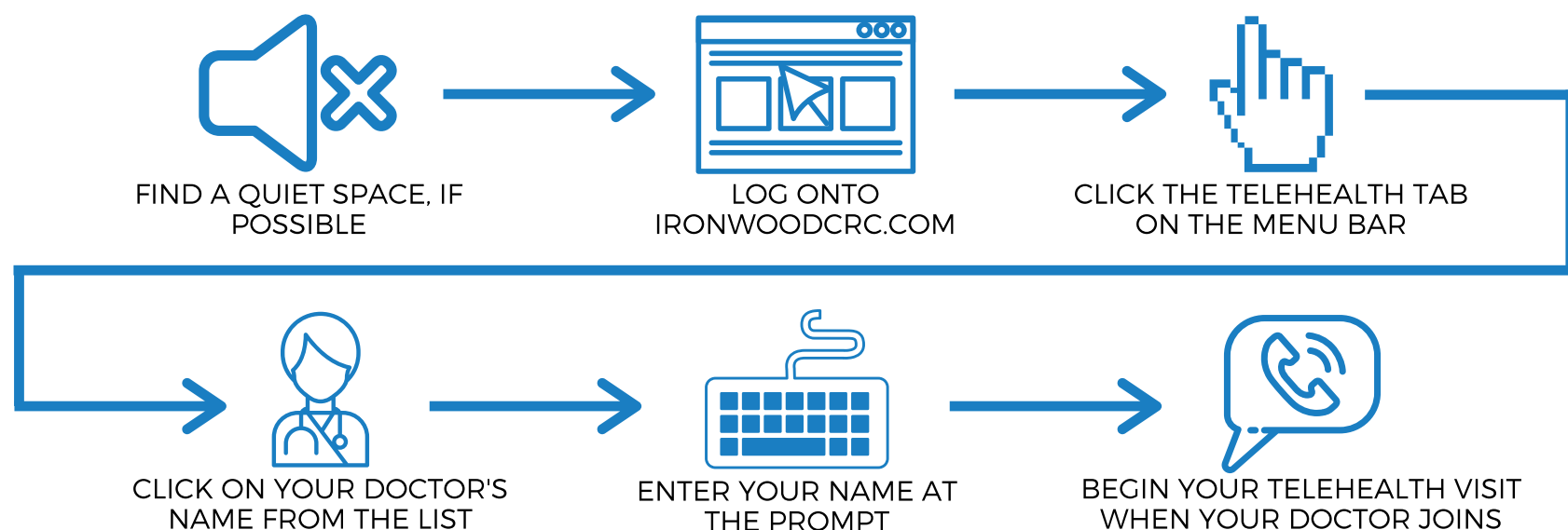
***As always, if you have any questions or concerns regarding your appointment contact your office.***

## ACCESSING YOUR TELEHEALTH APPOINTMENT

This link is only for those patients, who have been allotted a Telehealth appointment by your physician's office (if you have questions please reach out to your specific office)

Preferably, join through your laptop or desktop if you have a webcam installed on it. If you do not have a webcam on your laptop/desktop, join with your phone (preferably on a home network connection to enable a smooth video)

You will be directed to your provider's virtual waiting room. If you have clicked the provider link and are in the "virtual computer waiting room" for more than 15 minutes, and nothing has happened, please disconnect the call and call the office for further instructions.





**Ironwood Cancer  
& Research Centers**

*Outsmarting Cancer One Patient at a Time™*

# TELEHEALTH APPOINTMENT SCHEDULING

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**1** YOUR PROVIDER WILL IDENTIFY YOU AS A PATIENT HE/SHE WOULD LIKE TO HAVE BE SEEN VIA TELEHEALTH.

**2** YOUR PROVIDER'S MEDICAL ASSISTANT WILL ARRANGE FOR YOU TO SEE YOUR PROVIDER VIA THE THE DOXY.ME WEBSITE AT THE SAME TIME AS YOUR SCHEDULED APPOINTMENT YOU WOULD HAVE HAD IN PERSON. YOUR PROVIDERS MA WILL CALL THE PATIENTS DESIGNATED AS TELEHEALTH, 1-2 DAYS BEFORE THE APPOINTMENT AND GIVE PATIENTS INFORMATION ON HOW TO ACCESS THE TELEHEALTH.

**3** TELEHEALTH PAGE WORKS THE BEST IF THE PATIENT IS ABLE TO LOG IN ON THEIR LAPTOP/DESKTOP WITH A WEBCAM, IF YOU DO NOT HAVE A WEBCAM YOU CAN LOG IN ON YOUR CELL PHONE THROUGH THE SAME PROCESS.

**4** YOU WILL BE ABLE TO SEE LAB RESULTS AND RECEIVE THEM VIA A PDF OR IMAGE.

**5** ONCE YOU ARE FINISHED END THE CALL.

**6** AT THIS TIME WE WILL NOT BE CHARGING A COPAY OR DEDUCIBLE FOR THESE TELEHEALTH VISITS.

**THESE VISITS ARE  
HIPAA COMPLIANT**



# COVID-19 (CORONAVIRUS) STEPS AND PROCEDURES

1

## CLINIC SIGNAGE

Signage will be placed on the door of every lobby regarding Ironwood Cancer & Research Centers COVID-19 POLICES AND PROCEDURES. Please take time to read all our Ironwood Cancer & Research Centers signage.

2

## NO GUESTS/CAREGIVERS

We have taken measures to minimize the number of guests in our clinic.

New patients are allowed **ONE** visitor. Established patients are allowed **ONE** visitor if they have physical handicaps, patients with mental decline or a patient with cognitive issues. Additional caregivers and/or guests are advised to wait outside our office.

3

## TEMPERATURE READINGS

ANY PERSON entering the clinic will have a temperature taken at the front desk. This includes patients, caregivers, pharmaceutical reps or any guest of the practice.

4

## VISIT THE IRONWOOD WEBSITE

We understand the difficulty of keeping up with the ever changing environment of today's world. To help ease uncertainty, we have created a "COVID-19 UPDATES" button located at [ironwoodcrc.com](http://ironwoodcrc.com).