



Denver Health Telehealth Guide

Denver Health offers a wide range of appointment options for patients who are seeking medical advice and attention. Telehealth appointments are either phone or video appointments.

**As a reminder, in person visits should take place for emergency and life-threatening situations, as well as any other appointments deemed necessary by a provider.

What Telehealth options do I have?

At Denver Health, patients are able to:

- Schedule a telephone visit over the phone.
- Schedule a video visit if the care needed suffices for video conferencing with a provider.

What special equipment or resources do I need to get telehealth appointment with Denver Health?

- None! Simply call the appointment center and see if your visit can be done over the phone.

What if my appointment needs to be in person?

- Right now all appointments that are non-essential are being rescheduled from in-person to telephone. Your provider will let you know if you require an in-person visit.

If I have an appointment already scheduled, how can I change it to a Telehealth visit?

- Patients are pre-screened for telephone visits and contacted prior to their appointment to change the visit to a telephone visit if appropriate.

Can I schedule a telehealth appointment if I'm a new/first time patient?

- Yes! Just call the appointment center and tell them you are a new patient. Once you are set up, the doctor's visit will be done over the phone whenever possible.

I don't speak English, can I still do a telephone appointment?

- Yes! Just call the appointment center and request the appropriate language.

Can I choose between a video vs. telephone appointment?

- Not yet! We're just rolling out our video capabilities.
- Health care providers will indicate which type of appointment is necessary depending on the care you need.

What if I do have a video appointment, what applications do I need?

- MyChart and ExtendedCare

How do I access MyChart if I want to communicate with my provider?

- Easy! Here are Instructions for MyChart for [Android](#) users and [iPhone](#) users.

What can I do with my MyChart application?

- Request prescription refills
- View visitor notes
- View patient charts and test results
- Make payments
- Communicate with your doctor
- Check in to a pre-scheduled appointment

** At this time, no appointments can be scheduled through MyChart, Instead call the appointment center.

Will I be charged the same amount for a telehealth vs. in person visit? Or will insurance bill me extra?

- Telehealth visits are processed by insurance carriers in the same manner as in person visits. There may be co-pays associated with the visit, so please make sure to check with your insurance provider for details.

Schedule your telehealth appointment by calling the Appointment Center 303-436-4949.