

my care

telehealth visits

At Quilted Health you can conduct visits with your care team through phone or video chat. This type of care is called **telehealth**. Telehealth is gaining in popularity due in part to the pandemic and improved technology like smartphones.

Telehealth has three main advantages:

- It's convenient and saves you time. Visits are in the comfort of your home.
- It can keep you safe from viruses or other infectious diseases, like Covid-19.
- It can help you stay connected to your care team between in-office visits and after delivery.



Depending on your situation, the amount of telehealth you receive during your pregnancy may differ. Your care team will continually assess your pregnancy and adjust your plan to ensure we are meeting your needs. As an evidence-based practice, we follow the most up-to-date guidance on what is considered safe to do via telehealth.

Frequently asked questions about telehealth

Is telehealth safe?

The American College of Obstetricians and Gynecologists (ACOG) reports that telehealth is as safe as routine in-person care. ACOG also reports that patients who use telehealth feel more satisfied and involved in their care.

However, there are some risks to consider:

- Your midwife will not be able to examine you the same way as at an office visit.

- Technical problems may interrupt or stop your visit before you are done. If that happens, we will make sure to schedule a follow-up appointment.

What if I don't have technology or a data plan?

If you don't have technology or a data plan, our client care team will assist you in getting what you need for telehealth visits, or you can schedule in-person visits.

Do I need a kit or equipment at home?

We will provide you with a blood pressure cuff for you to use at home, if needed. A home scale is also helpful for checking your weight, but you do not need to go out and buy one. We will listen to the baby's heartbeat at in-person visits.

What about my privacy?

We use secure technology that is built to protect your privacy. We do not record visits. Our providers will be in a quiet location where you cannot be heard or seen by other patients. Your provider will let you know if someone else from their office could hear or see you.

You should try your best to be in a quiet, private place for your telehealth visit. Public places like coffee shops, bookstores, and restaurants are not recommended for telehealth visits. If you have any concerns or difficulty, you can always ask for an in-person visit. **Let your midwife know if you have safety or privacy issues that impact your ability to do a telehealth appointment.**

What if I want or need an in-person visit?

We are always happy to see you in the clinic if that is your choice. Sometimes though, you will have to come in. Examples of this include:

- You are not feeling your baby move as much as usual
- You are having vaginal bleeding
- You think your water broke
- You are having a different health concern that requires an in-person exam

What if I try virtual visits and I don't like it?

You can stop using telehealth visits at any time.

How much does a telehealth visit cost? Is the cost the same as traditional prenatal care?

The cost for a telehealth visit is the same as an in-clinic visit. If you get a bill that is different from what you expected, please let us know. We are here to help.