Telehealth Policy

Effective Date: **November 15, 2026**

Services

Advanced Family Medicine offers telehealth visits by secure video or audio-only phone call for appropriate conditions, such as follow-up visits, medication reviews, and discussion of results. Your physician decides whether a concern can be safely handled by telehealth or needs an in-person visit. Some services cannot be done by telehealth, including physical examinations for I-693, BasicMed, and DOT, procedures, and wound care.

Location and Licensing

Our physicians are licensed in Washington. You must be physically located in Washington at the time of your telehealth visit unless your physician confirms that the visit is otherwise permitted by law. We will confirm your location and a call-back number at the start of each visit.

Consent and Privacy

- Before your first telehealth visit, we will ask for your consent, which we record in your chart. You may decline telehealth and request an in-person visit at any time.
- We use Doximity, a telehealth platform designed for protected health information. Please join from a private location. No one may record the visit without everyone's consent.
- If the connection fails, we will call you at the number you provided.

Billing

Telehealth visits are billed to your insurance like in-person visits, and your usual co-payments and deductibles apply. Washington law requires many state-regulated plans to cover telehealth on the same basis as in-person care.

Emergencies

Telehealth is not for emergencies. If you have an emergency, call 911.