

Summit Orthopedics is pleased to offer appointments by videoconferencing during the COVID-19 outbreak. We are committed to the safety of our patients, staff, and communities and these visits support that mission by allowing patients to remain at home instead of traveling to be seen in our clinics. This helps keep our patients healthy while helping to contain the community spread of this virus.

What is a video visit?

It is very similar to a regular in-person appointment with your health care provider except that you and the provider will not be in the same room. You will talk to and see each other real-time through a video call conferencing software.

Can a provider do all of the same things during a video visit as an in-person visit?

Though limited, providers can do a large amount to help, assess, and diagnose you virtually. They have access to your electronic medical record, can electronically order prescriptions and write medical orders based on your needs. The limitations include not being able to perform a physical exam or any imaging, which are sometimes critical to diagnosing an orthopedic condition.

How do I schedule a video visit appointment?

Call our scheduling line at 651-968-5201 and request a video visit.

This indicates that you understand and agree to do a visit by videoconference. Please note that though some conditions require an in-person visit, we will do our best to accommodate your video visit request.

How do I connect to the video visit?

It's pretty easy. Once your visit is scheduled, you will receive an email with a link to join the Lifesize video call. The email will also contain an attached step-by-step guide to walk you through the connection process.

Do I need to connect to the video visit before my appointment time?

Please get logged in to the visit 15 minutes before your scheduled appointment time to ensure that you're able to join with no technical difficulties.

What if I encounter an issue with connecting?

Please follow the instructions attached to your visit email very closely to avoid any technical issues. In the event that you are unable to join due to technical issues, please call 651-968-5201 so that we can determine either a new time for your video visit or if it's necessary for you to come in.

What if my provider doesn't join the meeting within 25 minutes of my scheduled start time?

These visits are similar to in-face, so it is possible that providers could run a bit ahead or a bit late. If you have been waiting for more than 25 minutes after the scheduled start time of your appointment, please call 651-968-5201 to determine when you can expect the provider to join.

Is the video visit private and secure?

Your visit is private, confidential, and secure. We use technology that meets all HIPAA compliance regulations for your protection and do not record any of the visit.

Can anyone else be present with me during my video visit?

Yes, anyone who participates in your care may be present.

What is the cost?

The cost is the same as an in-person visit and is dependent on your specific insurance plan benefits.