



PATIENT INFORMATION GUIDE

Telehealth Visits

Secure, convenient medical care from home when an in-person examination is not required.

What is telehealth?

Telehealth is a medical appointment conducted by secure video. It allows you to speak with Dr. Marte, review health concerns, discuss results, and receive an individualized plan without traveling to an office.

Telehealth may be useful for

- Primary-care follow-up and chronic disease management.
- Medication review and appropriate prescription renewals.
- Review of laboratory or imaging results.
- Preventive-care planning and lifestyle counseling.
- Selected non-emergency symptoms that can be evaluated safely by video.

What to expect

- You will connect through the practice's secure telehealth platform at your scheduled time.
- Your identity, current physical location, contact information, and privacy will be confirmed.
- The physician will review your symptoms and medical history and perform the parts of the examination possible by video.
- You may receive prescriptions, test orders, referrals, and follow-up instructions when appropriate.
- If a hands-on examination or urgent testing is needed, you may be directed to in-person care.

How to prepare

- Use a smartphone, tablet, or computer with a working camera, microphone, and reliable internet connection.
- Join from a private, quiet, well-lit location and allow a few minutes to connect.
- Have your medication list, pharmacy information, insurance card, and questions ready.
- If available, have recent blood-pressure, temperature, weight, pulse, or glucose readings nearby.
- Do not participate while driving. A parent, guardian, caregiver, or interpreter may join when appropriate and authorized.

Where telehealth is available

Telehealth is available to eligible patients who are physically located in Florida or Pennsylvania at the time of the appointment. The clinician must confirm your location before providing care. Services, prescribing, and insurance coverage may vary by state, condition, and health plan.

When telehealth is not enough

Telehealth cannot replace every in-person examination. Chest pain, severe shortness of breath, signs of stroke, major injury, loss of consciousness, severe allergic reaction, or other potentially life-threatening symptoms require emergency care.

Ready to get started?

Call our office to request an appointment and verify insurance eligibility. Coverage and patient responsibility vary by plan. Verification is not a guarantee of payment.

Marte Mobile Medicine provides non-emergency medical care. If you are experiencing a medical emergency, call 911 or go to the nearest emergency department.