

COVID-19

MD TruCare PA Plan Response to COVID-19

OUR PURPOSE:

The Healthcare Professionals at MD TruCare PA value the health and safety of our patients and staff. To minimize excess exposure in the wake of the current Covid-19 pandemic, the providers at MD TruCare PA will be recommending telemedicine as an alternative to a physical on-site visit with our patients. Our staff will continue business as usual handling your orders, prescriptions, and prior-authorizations, as well as engaging in your care whether you come for a physical appointment or for a telemedicine visit.

OUR PLAN:

We can easily transition your existing follow-up appointment to a telemedicine appointment in the event you have concerns about risk of exposure, or you are not feeling well.

Directions for telemedicine:

1. After your appointment is scheduled, you will receive an email from MD TruCare PA confirming your TeleVisit approximately 15 minutes after the appointment is scheduled.
2. Please click on “Join the telemed appointment directly” at least **15 minutes before** your appointment.
3. You may get an email containing a link that will bring you to login to your patient portal (if you are using a desktop or laptop). Or you can download the Healow app on your phone. Your username is your email address and if you don't remember your password please click forget your password and follow the steps.

MD TruCare PA

823 IRA E WOODS AVE STE 200 GRAPEVINE, TX 76051-6986, 817-722-6078



Hello Front,

You have a healow TeleVisit scheduled with AYESHA EBRAHIM.



Your healow TeleVisit Details



03/23/2020



3:00 PM^{CST}

You may be required to submit a questionnaire and provide your vitals prior to this appointment.

[Join this Telemed Appointment directly](#)



In order to join your healow TeleVisit, you will require a webcam, and speakers or headphones.

healow TeleVisits are Quick



MD TruCare

Psychiatry, Endocrinology & Sleep Medicine

Cambiar a [Español](#)

Welcome to MD TruCare PA

HealthCare Support Portal facilitates better communication with your physician's office by providing convenient 24 x 7 access from the comfort and privacy of your own home or office.



healow

Access your health records through the healow mobile app

DOWNLOAD THE FREE HEALOW APP



Find us using our unique practice code on the healow app

AJHDBD

LOGIN TO YOUR ACCOUNT

We will send verification code to confirm access to this number. Standard text messaging rates apply.

[Using Mobile Phone](#)

OR

Enter the details below

[Trouble logging in](#)

[Login](#)

OUR PROCESS:

If you are experiencing the symptoms below, please call 817-722-6078 or email doctors@mdtrucare.com before your appointment letting us know you are ill and that you wish to convert your physical appointment to a telemedicine appointment. Your copay and coinsurance in many instances will still apply and will be collected at the time of the visit.

Symptoms: Fever, Cough, Sneezing, Runny nose or eyes, feeling ill.

-History of travel to high risk areas.

-Contact with known case of corona virus

YOUR ROLE:

If your present with any of the symptoms above, traveled to high risk areas or have been in contact with a person who may be sick with corona virus.

- Stay home to avoid exposing others
- Drink a lot of fluids, stay hydrate
- Get plenty of rest, let your body heal
- Separate yourself from other people and animals in your home
- Call ahead before visiting your doctor
- Wear a facemask
- Cover your coughs and sneezes
- Clean your hands often
- Clean high touch surfaces
- Monitor your symptoms

Concerns regarding COVID-19 go to www.cdc.gov