

Telemedicine FAQ

Updated 2026 — Texas Patients

Q: How do I schedule an appointment for a telemedicine visit?

A: You call our office to schedule an appointment, just as you would an in-person office visit.

Q: Do I need to be physically located in Texas for my telemedicine visit?

A: Yes. Under Texas law, the practice of medicine occurs where the patient is located at the time of the visit, not where the physician is located. To be seen by our Texas-licensed providers by telemedicine, you must be physically present in Texas during the visit. If you will be traveling outside Texas, please tell our staff when scheduling — we may need to reschedule as an in-person visit or confirm your provider holds a license or authorization in the state where you'll be located.

Legal basis: Tex. Occ. Code Ch. 111; Federation of State Medical Boards Model Policy for the Appropriate Use of Telemedicine Technologies (2022).

Q: Can I be at home and receive telemedicine services?

A: Yes. Most patients choose to be at home or in a private office, but any location in Texas with adequate technology, internet service, privacy, lighting, and a low noise level is fine. If you are on Medicare, ask our staff about any additional requirements that may apply to your visit.

Q: What equipment do I need?

A: At minimum, you need a mobile device or computer with a camera and microphone, and an internet connection that supports video streaming.

Q: Can I use a Wi-Fi connection?

A: Yes, as long as your connection is strong enough. We recommend at least 15 Mbps upload and 5 Mbps download speed. If you don't know your internet speed, type 'internet speed test' into your browser to check it for free.

Q: Can my problem be treated by telemedicine?

A: Your doctor can diagnose many conditions during a telemedicine visit, perform post-operative check-ins, review imaging and lab results, manage prescription refills, and more.

Q: How can my doctor diagnose me without a hands-on exam?

A: Physicians consider a lot of information to make a diagnosis — your signs and symptoms, medical history, and how you describe how you feel — which can be just as important as a visual exam.

Q: Whom will I see — my doctor or someone I don't know?

A: If you're an existing patient, you will most likely see your own doctor or PA, though your doctor may not always be available. Let staff know when scheduling if seeing your regular provider is important to you.

Q: How long will the visit take?

A: About as long as an in-person visit, minus wait and travel time — currently 10 to 15 minutes per appointment.

Q: Can my doctor prescribe medication during this visit?

A: In most cases, yes. Your doctor can send a prescription electronically to the pharmacy of your choice. Certain controlled substances may be prescribed via telemedicine under a temporary federal DEA/HHS flexibility currently in effect through December 31, 2026; your provider will let you know if an in-person visit is required for a particular medication.

Legal basis: DEA/HHS Fourth Temporary Extension of COVID-19 Telemedicine Flexibilities for Prescription of Controlled Medications, 90 Fed. Reg. 61,301 (Dec. 31, 2025- through December 31, 2026).

Q: Will insurance cover this service?

A: Most insurance plans recognize and cover telemedicine services, and Texas-regulated health benefit plans are generally required to cover telemedicine on the same basis as in-person care under Texas Insurance Code Chapter 1455. Coverage and out-of-pocket amounts still vary by plan. Before your appointment, call the number on the back of your insurance card to confirm your specific policy's telemedicine coverage — our staff will also verify your benefits as a courtesy.

Legal basis: Tex. Ins. Code Ch. 1455, § 1455.004.

Q: If I have to be self-pay for my telemedicine visit, what is the cost?

A: The self-pay visit charge for telemedicine is the same rate as our in-person visit. New patient visits are \$290 and followup visits are \$202.

Q: If I have insurance, do I still have to pay a convenience fee?

A: If your insurance plan applies a fee for the convenience of a telemedicine visit, it will be collected before your visit. After your visit, we submit a claim to your insurance company just as we do for an office visit.

Q: Why am I required to pay before the visit?

A: A minimum of \$50, up to your actual patient portion as determined by your insurance carrier, is collected before the visit to cover costs related to it. If you don't cancel or reschedule at least 24 hours before your appointment, a \$50 cancellation fee applies. Otherwise, any excess deposit is refunded after your insurance carrier applies your patient portion.

Q: What happens if I don't show up for my telemedicine visit?

A: A patient who doesn't log in within 5 minutes of the scheduled appointment, and who didn't cancel with at least 24 hours' notice, is considered a no-show. The practice charges \$50 for no-shows or late cancellations.

Q: How is my privacy protected during a telemedicine visit?

A: Your telemedicine visit is conducted on a secure, HIPAA-compliant platform, and the same federal privacy and security protections that apply to your in-person medical records — the HIPAA Privacy, Security, and Breach Notification Rules — apply in full to your telemedicine visit.

Legal basis: 45 C.F.R. Parts 160 and 164. Note: the COVID-19-era HIPAA enforcement discretion for telehealth ended August 9, 2023, and no longer applies.