

Instructions for Teledermatology Visits at Farah Dermatology & Cosmetics

Our dermatologists recognize that a virtual appointment is necessary for those who are not able to be physically present at our office. As of March 23, 2020, we are happy to offer this service to our patients.

Please follow the steps below for a teledermatology visit with our dermatologists.

1. Call our office at 315-422-8331 to schedule your appointment
2. Two days day prior to your appointment, complete the **Farah Telemedicine Patient Consent** found on our website.
3. One day prior to your appointment, you will be emailed an invoice that can be paid online securely.
4. On the day of your appointment, be sure to have your fully charged phone, ipad, or other mobile device with a functional camera capability in front of you in a well-lit room.
5. At your scheduled appointment time, our office will call you on your cell phone number.
6. When we call, please indicate if you would like your video call to be using FaceTime (for iphone users) or Skype (for Android or other non-Apple Devices). If Skype is your preferred choice, be sure to have the Skype App installed on your device prior to the video call.
7. Our staff will video call you and initiate the virtual appointment.
8. If for any reason the call is disconnected, we will re-initiate the video call up to three times. If we have little luck with connecting with you or video quality because of internet connectivity issues, we will call you to reschedule the virtual appointment as soon as possible.
9. When the visit is over, we will send you a detailed receipt that you may submit to your insurance. You should receive this receipt within 5 business days.

Please call 315-422-8331 if you have any questions for our staff. Thank you.