



**Connecticut Institute For Communities, Inc. (CIFIC)  
Greater Danbury Community Health Center (GDCHC)**

[www.ct-institute.org](http://www.ct-institute.org)

**203-743-0100**

**Virtual/TeleHealth Visit Information & Frequently Asked Questions**

**1. What CIFIC GDCHC services are available through Virtual/TeleHealth?**

**Medicine and Pediatrics**

- Available to all adults and children
- Chronic condition management
- Disease management
- Allergies
- Animal or insect bites
- Asthma
- Bronchitis and respiratory infections
- Colds, cough, flu & mild fever
- Earache & ear infection
- Headache and migrant
- Pink eye and eye infection
- Poison oak and ivy
- Rash and skin infection
- Sinus infections
- Sore throat, laryngitis & strep
- Sprains and strains
- Urinary tract infections
- Vomiting, diarrhea
- Nutrition
- Constipation
- Lice
- Headache and migraines

**Behavioral Health**

- Counseling & Medication Management

**WHAT IF I NEED A SCREENING FOR COVID-19 OR AN RX FOR COVID-19 TESTING?** We can also do this via telehealth. Please refer to the patient registration procedures below.

**2. Do I need to be an existing patient to have a telehealth visit?**

No, you do not need to be an existing patient to register for telehealth. You can register as a new patient now (see “How do I register?” below).

**3. How do I register?**

**You must call to be registered:**

203-743-0100 for Adult Medicine or General Information

203-456-1411 for Pediatrics

203-791-5005 for Adult Behavioral Health

203-456-1412 for Pediatric Behavioral Health

Explain why you’re calling. “I’d like to register as a new patient and schedule a telehealth visit.”

**4. What information should I be ready to provide if registering by phone?**

- Name
- Address
- Date of Birth
- E-mail address
- Cell phone number (and home number if available)
- Gender
- Insurance Information (including party responsible for bill)
- Other demographic information

**5. What type of electronic device do I need for a telehealth/virtual visit?**

- Tablet or smartphone; OR
- If using a desktop computer or laptop, please make sure to have a webcam and microphone

**6. How does a virtual or telehealth visit work?**

- First, you must register as a patient (see above) and be given an appointment time.
- If you are using a smart phone or tablet, you will be required to download the “Healow App,” which is available for free in the Google Play and Apple App stores. If using the Healow app, enter practice code: agdbba (not case sensitive)
- If you are using a computer or laptop, you must have a computer/laptop camera and voice support and go to: <https://health.healow.com/gdchc>
- Once enabled, patients will receive an e-mail to the address on file with instructions on how to navigate the patient portal through the web or through the Healow app.
- Scheduled visits will appear in either place under the “appointments” menu, where patients can “Join Televisit” at the time of their appointment, fill out the required questions/consent, and be brought to the virtual waiting room as they await their provider to join them in the TeleVisit.

**7. Will I receive an after-visit summary?**

Yes, you'll receive a visit summary through the patient portal. (You will access the patient portal during your virtual/telehealth visit.)

**8. Will I receive a prescription and how will I receive it?**

If the clinician determines that a prescription is necessary, the clinician will send the prescription through a pharmacy of your choice by "e-prescription," meaning that the prescription is sent to the pharmacy electronically. You will not need to pick up a prescription order from GDCHC – it will be sent right to your pharmacy of choice.

**9. When can I access a virtual visit?**

Telehealth/virtual visits are available during CIFC GDCHC's normal hours of operation: 8AM – 6PM Monday – Friday for Adult Medicine and Pediatrics; and 9AM – 5PM for Behavioral Health (and until 7pm on Tuesdays).

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