



GoodHealthOutcomes.org
A Telehealth Company for Select Customers
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When to Seek Face-to-Face Services: **TIME IS TISSUE**

A telehealth visit is NOT appropriate if you have any of the following. You need urgent or emergency care right away.

- **Cardiac Warning Signs**: Sudden chest pain, pressure, or discomfort; pain radiating to the jaw, neck, or left arm; sudden shortness of breath.
- **Stroke Symptoms (BE FAST)**: Sudden loss of balance, vision changes, facial drooping, arm weakness, or difficulty speaking.
- **Severe Respiratory Distress**: Extreme difficulty breathing, bluish lips or face, or gasping for air.
- **Neurological Changes**: Sudden confusion, loss of consciousness, or the “worst headache of your life.”
- **Major Trauma**: Deep lacerations with uncontrollable bleeding, suspected broken bones (especially if the bone is visible), or head injuries with loss of consciousness.
- **Severe Allergic Reactions (Anaphylaxis)**: Swelling of the lips, tongue, or throat and difficulty swallowing or breathing.

These conditions require a face-to-face physical examination, diagnostic imaging, or lab tests that cannot be performed via video:

- **High Fever with Stiff Neck**: Could indicate meningitis; requires immediate physical assessment and treatment.
- **Severe Abdominal Pain**: Particularly if it is sharp, localized (like the lower right side), or accompanied by persistent vomiting.
- **Potential Fractures or Sprains**: Any injury where you cannot bear weight or there is significant swelling/deformity.
- **Wound Care**: Cuts that may require stitches
- **Sudden Vision Loss or Eye Injuries**: Requires specialized equipment for a proper examination.
- **Suicidal or Homicidal Ideation**: Patients in a mental health crisis requiring immediate stabilization.

When considering a telehealth visit, think about the potential outcomes. If you sense that you may not receive all that you need during a telehealth visit, move directly to an urgent care, medical office, or emergency department visit.

If during the telehealth conference we see that you should go to a face-to-face clinician, we will make that recommendation and reverse the charge or payment collected as the telehealth visit would not be an ideal interaction.

The above information was reviewed and validated by David Campbell-O'Dell, DNP, APRN-IP, FNP-BC, FAANP