

VIRTUAL VISIT PREPARATION

Jennifer Kurz, MD

1. Call 508-718-4375 (Foxboro) for an appointment with me. I am available Monday-Thursday. Or Call 617-643-7963 (MGH office) for a Tues virtual visit.
2. Please make sure you have access to Virtual Visits through Epic. If you are not a Partners (Mass General Brigham) patient, you will need to learn how to register. Please make sure you have access to Patient Gateway if you are a Mass General Brigham patient via www.patientgateway.org
3. Please have a stable Internet Connection. It takes a few minutes to get the audio/visual to work, but if it takes too long or doesn't work well, it is usually due to a poor connection.
4. Please wear loose, short clothing to expose arms, legs/feet, and at the very least, the pain region of concern.
5. Have room to leave 5 feet of space between you and the screen for an appropriate virtual exam.
6. If warranted and available, consider having a family member/person in residence assist with your virtual exam/history taking if you are a new patient, with your understood consent.
7. All visits will be using safe, HIPPA compliant platforms. Visits are not recorded and information is kept private. Visits are documented as would any other clinical visit in the medical charting (Epic) system. Patients may access documentation through Epic/Patient Gateway.
8. Quick emails with yes/no answers or individual questions/clarifications that require minimal time for response may be sent via Patient Gateway messaging; please give 24-48 hrs on business days for replies, as not all inboxes are accessible 24/7.
9. Simple, routine pain medication renewals (for all non-opioid medications previously prescribed) may be requested via Patient Gateway. Please confirm name of medication, dosage, and frequency being requested, and confirm correct pharmacy is on file.
10. All opioid medication requests/ renewals must be done in conjunction with an appropriate virtual visit/Telehealth by calling the number above. This is true for tramadol and other controlled (schedule II, III, and IV) drugs. Be aware that long term opioid medications require a pain management opioid contract with regular monthly follow ups. Understand there is a high risk of abuse, multiple side effects, including immunosuppression (increased risk of infection), med-med interactions, overdose and death with inappropriate use of opioid medications. There is little evidence supporting efficacy or improved function with long-term opioids for chronic non-malignant pain.
11. Call scheduling line for urgent concerns and follow up visits.