



4849 Paulsen Street, Suite 312
Savannah, Ga 31405

P: (912) 335-7712

F: (912) 200-7971

Telehealth Code of Conduct

1. Parent must accompany pediatric patient
2. Appointment environment must be:
 - a. Private and not in a public setting
 - b. Well-lit and video positioned where EDC staff can clearly see the face of the patient and/or guardian.
3. Patient:
 - a. Must be in an upright position and not laying down
 - b. Must be free from distractions (ie. Other kids running around, TV's/music in background, etc.)
 - c. Cannot be in a moving vehicle
4. If patient and/or guardian are not on the same premises both must be logged on to the provider's Zoom room simultaneously.
5. Begin the check-in process 10 minutes prior to visit start time using the information provided on the EDC website (<https://www.everydaydiabetescenter.com/televisit-instructions>)
6. Do Not
 - a. Step away from your or your child's visit except in the event of an extreme emergency
 - b. Take phone calls or engage in peripheral conversation during visit

Because of the ease and access of telehealth, any patient appointment cancelled less than 24hrs in advance **WILL** result in a \$50 (one provider)/\$75(shared visit) no-show fee. There will be **NO** exceptions made to this policy.