holsäMED

TELECONSULTATIONS AS PART OF PRIMARY HEALTH CARE

What is a telemedicine consultation?

A telemedicine consultation is a consultation with a doctor, nurse, or midwife provided remotely—by phone—without the patient having to visit the clinic in person.

A telemedicine consultation is possible when a health issue can be resolved without an in-person examination, such as when a prescription needs to be renewed or test results need to be discussed.

Who can use a telemedicine consultation?

Patients registered with the clinic are eligible to use the telemedicine service.

When are telemedicine consultations available?

Telemedicine consultations are available Monday through Friday from 8:00 a.m. to 6:00 p.m.

How to schedule a telemedicine consultation?

- by phone at the numbers listed below;
- in person or through a third party—at the reception desk during the facility's business hours.

When scheduling, please provide your first name, last name, PESEL number, and the phone number where you will be reachable on the day of the teleconsultation.

You may cancel the telemedicine consultation before it begins (by phone or in person at the reception desk).

How to prepare for a telemedicine consultation?

Before the telemedicine consultation begins, please have the following ready:

- your ID card and PESEL number (for identity verification),
- a list of medications you are taking and any available results from recent tests,
- a list of questions you would like to ask the doctor, nurse, or midwife.

When will we contact you?

The telemedicine consultation is provided at a time agreed upon with the patient within the designated time frame.

To conduct the telemedicine consultation, medical staff will make up to three attempts to contact the patient. If contact cannot be established after three attempts, the staff will cease further attempts, and the telemedicine consultation at the scheduled time will be canceled. To schedule another telemedicine consultation, the patient must re-register.

Data Security

Telemedicine consultations are conducted under conditions that guarantee confidentiality and data protection, including ensuring that unauthorized persons do not have access to information transmitted via communication systems. Before the telemedicine consultation begins, the teleconsultation provider verifies the patient's identity based on, among other things, the patient's PESEL number, address, and date of birth.
The course of the telemedicine consultation and the information obtained during it are recorded in the patient's medical records.

What services are available during a telemedicine consultation?

Based on the patient's medical history and an analysis of the patient's available medical records, medical staff provide medical care and assess whether a telemedicine consultation is sufficient to resolve the reported health issue.

During a telemedicine consultation, medical staff may issue:

- a request for tests, including laboratory and imaging tests,
- an e-prescription,
- an e-referral,
- an e-order for medical devices,
- an e-sick leave certificate.

When is an in-person visit necessary?

A telemedicine consultation cannot replace an in-person visit in the following cases, among others:

- a first visit to a specific primary care physician,
- suspected cancer,
- worsening symptoms of a chronic condition,
- children under 6 years of age, except in cases involving the continuation of treatment,
- other situations in which, in the doctor's opinion, a direct examination of the patient is necessary.

The patient has the right to request an in-person visit instead of a telemedicine consultation at any time. In such a situation, the clinic will coordinate with the patient or his or her legal guardian to schedule the in-person visit.

Contact information

- Holsamed Sp. z o.o.
  40-139 Katowice, ul. Tomasza Kotlarza 6
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Reception hours: Mon.–Fri., 8:00 a.m. – 6:00 p.m.