

At Integrated Dermatology of Chevy Chase we appreciate the trust you place in us and we want to inform you about how we are addressing the COVID-19 pandemic.

We are closely monitoring events in our local community and continuously updating our policies and protocols in response to that information. Our highest priority is to keep all our patients and staff as safe as possible.

Therefore, we have launched our Telehealth Services. These services will give us the opportunity to care for our patients without any unnecessary exposure. We are also still open for essential dermatology appointments and surgical cases that cannot be handled by a telehealth visit.

Telehealth involves the real-time evaluation, diagnosis, and treatment of a health condition using advanced telecommunications technology, which may include the use of interactive audio, video, or other electronic media. Examples are: Facetime, skype, zoom, or google duo.

Benefits

- Telehealth provides access to medical care that otherwise would not have been available.
- Improved access to medical care by enabling a patient to remain in his/her home, office, or any remote site.

Telehealth is available now. You can benefit from this service by requesting a telehealth or regular appointment via three ways:

1. **Call our office at [301-986-1880](tel:301-986-1880)**
2. **Go to our website www.idgchevychasederm.com and schedule a visit online**
3. **Email our staff at hcronin@mydermgroupp.com**

Once your request is received, a member of our staff will contact you to schedule/confirm your telehealth appointment. Insurance and payment information if needed will be collected at this time, but you will not be charge until services are rendered.

When we speak with you to schedule your appointment, you will let us know which form of video communication works best for you. Dr. Cronin can do a telehealth visit with you via facetime, skype, zoom or google duo. She is also currently working on a program that will bring the video component up directly from her website which should be coming soon. You will also be asked to either email us a picture or download one on our website under telemedicine prior to your visit. At your scheduled time, Dr. Cronin will video call you.

Dr. Cronin is honoring her same established fee schedules for telehealth. She participates with Medicare only. However, if you have commercial insurance, payment will be collected from you at the end of your visit. At that time, our billing staff will submit the claim to your insurance and you will be reimbursed by your insurance if you have outside of network benefits. For any questions about billing, please call our office at 301-986-1880.

[New Hours of Operation: Mondays, Wednesdays, and Thursdays from 8:00 am - 4:00 pm](#)

Thank you and please know we are here for you during this difficult time.

Warm regards,

Hyland Cronin, MD and your friendly staff Ericka, Trenton, Susan, Barbara, Ana, Amber, Ari, and Angela