ACCESSING TELEHEALTH SERVICES

• Although Wahiawā Health is physically closed to see patients, access to Telehealth visits is simple and available to current patients, new patients and those who do not have insurance.
• Telehealth appointments can be conducted over the phone or via video on a smart phone, tablet or computer equipped with a camera.
• Patients and new patients can call 808-622-1618 and leave a message regarding the reason for the call.
• All voice mail messages will be responded to in a timely manner.
• Current patients should provide the following information:
  o Name, date of birth, current health provider at Wahiawa Health, reason for the call and a contact phone number including the area code.
• New patients should provide the following information:
  o Name, date of birth, insurance provider, reason for the call, contact number, including the area code.
• Wahiawā Health can assist homebound patients with COVID-19 testing and translator services are available.
  o Homebound patients needing COVID-19 testing can call Wahiawa Health at 808-622-1618 and leave a message regarding their symptoms.
  o An initial screening test will be conducted (i.e. fever, shortness of breath, etc.) in conjunction with the Queen’s Medical Center.
  o If callers qualify to screen based on symptoms but are unable to get to a test site, mobile testing may be provided.
  o Three-way calls with translators are provided.

“In the spirit of Aloha and compassion, we provide access to affordable, quality health care and wellness services to promote a healthy community.”