

FAQs for Video Consultations in Response to COVID-19

No.	Question	Description
1	Are video consultations applicable to new patients? Does it exclude new patients?	Video consultations are also offered to new patients. A doctor will determine whether a patient is suitable for video consultations.
2	Are video consultations available for home health care patients with impaired mobility?	From April 18, 2022 to July 31, 2022, restrictions for home health care cases have been eased; the NHI-contracted medical institutions may use video consultations instead of in-person visits.
3	Are video consultations suitable for patients in nursing homes or assisted care facilities?	In response to the epidemic prevention policy of the Central Epidemic Command Center, applicable subjects are be expanded to outpatient patients tentatively from May 15, 2021 until the date of dissolution of the Central Epidemic Command Center.
4	Can patients in group quarantine facilities use video consultations if they have other diseases that require medical attention?	A patient requiring medical attention for non-COVID-19 related diseases in group quarantine facilities may use video consultations provided by the designated medical institutions and arranged by staff of the group quarantine facility. An agent will go to this healthcare provider to swipe the patient's NHI card, make a payment, and fill a prescription.
5	How do I search for the medical institutions designated by the local department of health for video consultations?	Please visit the NHIA website (https://www.nhi.gov.tw/Content_List.aspx?n=1482911120B73697&topn=787128DAD5F71B1A) to search for the designated medical institutions for video consultations nearby.
6	How do patients conduct video consultations if they are hesitant to visit medical institutions? What other methods, aside from video consultations, are available?	1. People in home quarantine, isolation, and self-health management, those who are confirmed COVID-19 cases in home health care, or require outpatient services may make a video consultation appointment directly with medical institutions without requiring referrals

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		<p>from the local department of health.</p> <p>2. Video consultation procedures are as follows:</p> <p>(1) Patients may visit the NHIA website (https://www.nhi.gov.tw/Content_List.aspx?n=1482911120B73697&topn=787128DAD5F71B1A) to search for the designated medical institutions for video consultations nearby.</p> <p>(2) Call the medical institution and make an appointment for video consultations by providing your ID number and pre-downloading the agreed upon video consultation app (https://www.youtube.com/watch?v=ELFBvuCQyLo).</p> <p>(3) Wait for contact from the medical institution to begin video consultations.</p> <p>(4) Once video consultations have been done, please have a family member to the medical institution's designated counter (such as drive-thru area), to swipe your NHI card, make payments and have the prescription filled; a pharmaceutical delivery by a pharmacist is possible if the medical institution agrees.</p> <p>(5) If you have a chronic illness refill prescription, you may refill your prescription at the original medical institution or a community pharmacy with your NHI card.</p> <p>(6) As for a follow-up visit from a chronic disease patient, a phone consultation can be conducted with the doctor's evaluation. The implementation period shall be between April 27, 2022 to July 31, 2022 with a rolling wave planning depending on conditions of the pandemic.</p>

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7	Can I be prescribed a chronic illness refill prescription by video consultation?	<ol style="list-style-type: none"> 1. Yes. 2. Patients receiving video consultations may be issued a chronic illness refill prescription according to their doctor's professional decision.
8	What type of equipment is needed for video consultations?	When making an appointment for video consultations, please figure out the video consultation app (such as: LINE, Skype, FaceTime...etc.) the medical institution designated before having video consultations.
9	Can an agent from a local health authority provide a public smartphone if seniors or other family members are unable to operate a smartphone device for video consultations?	There are no restrictions towards the smartphone used for video consultations, whether it is the device of a patient or their family members.
10	Are patients required to take a photo for each video consultation? Or is a photo only required for the initial consultation?	The patient shall present their NHI card and take a photo for records prior to each video consultation.
11	Prior to consultations, individuals in home quarantine or isolation shall present their NHI cards to verify their identities and take a photo for records. What if the patient does not have an NHI card?	According to Article 4 of the Regulations Governing the National Health Insurance Medical Care, the insured who are unable to present a their NHI card for identification shall pay for medical services out-of-pocket, then go to the healthcare provider to swipe the NHI card within 10 days.
12	If a clear image of the patient's face and NHI card information cannot be captured due to issues with the network or smartphone quality, what other solutions are available?	If the image is unclear, the patient can take a selfie with their NHI card and send the photo to the doctor through a messaging app for confirmation.
13	If a patient, for the sake of efficiency, has simultaneously given their NHI card to a family member to fill a prescription and does not have their NHI card with them, can	<ol style="list-style-type: none"> 1. According to Articles 3 and 4 of the Regulations Governing the National Health Insurance Medical Care, an NHI card, an ID card, or any other appropriate identification document shall be provided when receiving

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	the patient conduct the video consultations with a photo ID?	<p>medical treatment; notwithstanding, the above documents may be exempted if the NHI card is sufficient to establish the insured's identity. Even though a patient cannot submit their NHI card for any reason, the medical institution shall provide medical services and then the patient shall go to the healthcare provider to swipe their NHI card within 10 days (excluding holidays).</p> <p>2. During the pandemic, restrictions have been eased to allow patients to take a photo with their NHI card and then take the NHI-card photo and their ID card to confirm their identity for video consultations. Prescriptions can be filled by appointing an agent to register the patient's NHI card at the medical institution performing the video consultations.</p>
14	Do video consultations offer medical services including western medicine, Chinese medicine, and dentistry?	<p>1. Yes.</p> <p>2. Video consultations offer medical services including western medicine, Chinese medicine, and dentistry.</p>
15	How could the patient obtain medications after receiving video consultations? Is there a deadline for receiving medications?	<p>1. After video consultations, bring your NHI card to a designated counter of your healthcare provider (such as a drive-thru window) to swipe your NHI card, pay the bill, have the prescription filled, and receive the 2nd and 3rd chronic illness refill prescriptions; or, with the consent of your healthcare provider, medicines may be delivered to the house by a pharmacist.</p> <p>2. For the 2nd and 3rd chronic illness refill prescriptions, you may choose to have the prescription filled at the original healthcare provider or community pharmacy with your NHI card and prescription slip.</p> <p>3. After video consultations, you shall swipe your NHI card, make a payment, and have your prescription filled on the</p>

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		<p>same day. If the prescription is not filled on the same day and is then overdue, you shall be responsible for dealing with it (a prescription is 3-days valid from the date of issuance, and a chronic illness refill prescription is the last day of the last filling).</p>
16	<p>If a healthcare provider asks their patients stay outdoors from their facilities and use a tablet or smartphone to see a doctor, is that a case of video consultations because the healthcare provider establishes an outdoor clinic in order to reduce infections?</p>	<p>Outdoor medical services are a form of medical services in response to the pandemic.</p>
17	<p>If both the confirmed COVID-19 case subject to home health care and other members of the same household are both under home quarantine, how can the patient fill a prescription if they are unable to visit their original consulting clinic?</p>	<p>Prescription home delivery services (for general prescriptions and chronic prescriptions) are available for COVID-19 confirmed cases during the home health care period and are provided by:</p> <ol style="list-style-type: none"> 1. Community pharmacies participating in <i>the Project of Community Pharmacy Prescription Home Delivery</i> supported by Federation of Taiwan Pharmacists Association. 2. Medical institutions responsible for the storage of medicine according to the Plan for State-funded Oral Antiviral COVID-19 Drugs. <p>As for indigenous regions, off-shore islands, or regions with insufficient community pharmacies, the local department of health will dispatch the designated personnel to provide services.</p>
18	<p>Can patients undergoing home quarantine or isolation seek medical attention via video consultations if they are not NHI enrollees?</p>	<p>People without NHI coverage shall make full payments for their video consultations.</p>

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19	If non-NHI contracted medical institutions are designated by the local department of health to provide video consultations, how should the insured pay for their video consultations?	The NHI insured receiving video consultations services from non-NHI contracted medical institutions, they shall make payments out of pocket for their video consultations. Healthcare providers cannot make claims to the NHIA.
20	How do patients access their medical information of their latest video consultations?	Please use the NHI APP to access their medical information including their video consultations.
21	How can COVID-19 confirmed patients living at mountainous areas, remote islands, or areas without pharmacies fill prescriptions after receiving video consultations?	<ol style="list-style-type: none"> <li data-bbox="740 582 1406 1099">1. According to the Central Epidemic Command Center's diverse telemedicine outpatient plan, patients may visit the "Pharmacy Services for Individuals in Home Quarantine" website established by the FDA and the Federation of Taiwan Pharmacists Association to contact a community pharmacy to fill the prescription and have a friend/family member get pharmaceuticals, or have them home delivered by a pharmacist. <li data-bbox="740 1111 1406 1973">2. If the above home delivery services by pharmacists is not available in the region, the provisions of Article 15 of the Regulations Governing the National Health Insurance Medical Care may be applied mutatis mutandis until the dissolution date of the Central Epidemic Command Center. Confirmed COVID-19 patients living in mountainous and island regions, or regions without access to pharmacies resulting in their inability to fill their prescription at the original medical institution after video consultations may have their prescription fulfilled at another contracted hospital or public health center by providing their prescription and NHI card (or having an agent provide patient's prescription and NHI card).

