

## Subj: Important Telemedicine Changes

Dear {FIRST\_NAME},

The COVID-19 pandemic required Johns Hopkins Medicine to rethink how we offer care to our patients. One way was through telemedicine, using computers and phones to connect providers and patients virtually.

We are excited to continue offering our patients telemedicine services beyond the pandemic. These services will change slightly to meet pre-pandemic state rules that require providers to be licensed in the state where they provide care. These rules were in place before the pandemic, but they were temporarily paused to help patients safely access health care while minimizing their exposure to the coronavirus.

For telemedicine visits, this means your provider must be licensed in the state where you are physically located at the time of the visit. For example, if your provider is only licensed to provide care in the state of Maryland, you must physically be located in Maryland during the time of your appointment.

### Here are the important telemedicine changes.

To ensure our telemedicine services meet state rules, we will be making the following changes over the next few months:

1. **You will be asked where you will be located during your telemedicine visit.** When you schedule your appointment, you'll be asked which state you will be in during the time of your telemedicine visit. This will allow us to confirm that the scheduled care provider is licensed to practice medicine in the state where you will be located. If you will be in a different state than the one you provided at the time of scheduling, your provider may not be able to see you virtually.
2. **You will be contacted if we have questions about your location.** If you already have a telemedicine visit scheduled, you do not need to do anything. Someone from your provider's office will contact you if we need to confirm your location before your telemedicine appointment.
3. **To best serve you, we are identifying providers who can offer telemedicine services in other states.** We are reviewing our providers' medical licenses so that we can more easily identify providers that can see you virtually.

### Our commitment to you.

We know that our patients value the opportunity to receive their care through telemedicine, and we are doing everything we can to continue to offer telemedicine to all of our patients. You can visit our [website](#) for the latest information on our telemedicine offerings. You can also read what Johns Hopkins Medicine leaders [Dean Paul Rothman and President Kevin Sowers](#), have to say about state licensing rules.

We thank you for trusting Johns Hopkins Medicine with your care. We look forward to continuing to care for you for all of your health care needs, both virtually and in-person.

Sincerely,

Johns Hopkins Medicine