NORTHEAST TEXAS NEUROLOGY ASSOCIATES

GINA JETTER, MD, FAES
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(903) 526-7055
(903) 593-4303
www.netxneuro.com
505 S. Fleishel Ave, Tyler, TX 75702

TELEMEDICINE POLICY

Emergency care: Telemedicine is not an emergency service. Call 911 for possible stroke, a prolonged or repeated seizure without recovery, sudden severe headache with concerning symptoms, loss of consciousness, severe confusion, breathing difficulty, or another medical emergency.

ELIGIBILITY

Telemedicine appointments are available only to established patients of Northeast Texas Neurology Associates. Because our clinicians are licensed only in Texas, the patient must be physically located in Texas for the entire appointment. We will confirm the patient's identity, Texas location, callback number, and consent at each visit. If the patient is outside Texas, the appointment cannot proceed and may need to be rescheduled as an in-person visit.

CONSENT AND CLINICAL APPROPRIATENESS

Telemedicine is optional and requires the patient's or legally authorized representative's consent. A patient may decline or stop a telemedicine visit and request an in-person appointment, subject to clinical urgency and appointment availability.

The clinician will decide whether telemedicine is appropriate. Telemedicine has limitations because some parts of a neurological examination cannot be performed remotely. The clinician may require an in-person examination, testing, urgent evaluation, or emergency care if remote evaluation is not sufficient or safe.

PRIVACY AND PARTICIPATION

Telemedicine visits are documented in the medical record and protected under the same privacy laws and Clinic privacy practices that apply to in-person care. We use approved technology and reasonable safeguards, although no electronic system can be guaranteed completely secure. Everyone present during the visit must be identified. No one may photograph, livestream, or record the visit without separate written authorization from all persons whose permission is required.

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MEDICATIONS AND PRESCRIPTIONS

A telemedicine appointment does not guarantee a prescription or refill. Medications may be prescribed only when the clinician has enough information to provide safe and appropriate treatment. Controlled medications are subject to additional federal and Texas requirements, and an in-person examination or other monitoring may be required.

CHARGES AND INSURANCE

Telemedicine services may be billed to the patient and the patient's health plan. Coverage, copayments, deductibles, coinsurance, prior authorization, and other requirements depend on the patient's plan. Verification of benefits is not a guarantee of payment. Patient balances remain the patient's responsibility as permitted by law and our financial policy.

QUESTIONS

Please call Northeast Texas Neurology Associates at 903-526-7055 with questions about this policy, telemedicine eligibility, accessibility needs, privacy, or billing.

This policy may be revised to reflect changes in law, technology, or Clinic practices.

Revised 8/24/2026