



Doc Bee Well: Consent for Telehealth Visits

What is telehealth?

Telehealth is a way to visit healthcare providers, such as your doctor or nurse practitioner using electronic communications and video conferencing. You can talk to your provider from any place, including your home. You don't go to a clinic or hospital. This can include audio only visits or video visits. Telehealth can also include email or text messages to your healthcare provider. Electronic systems used will incorporate network and software security protocols to protect the confidentiality of client identification and imaging data and will include measures to safeguard the data and to ensure its integrity from any unauthorized use.

How do I use telehealth?

- You talk to your provider by phone, computer, or tablet.
- Doc Bee Well utilizes an integrated electronic health record that has an embedded HIPPA compliant video service for telehealth appointments. We also utilize a HIPPA secured phone system and email platform.

Benefits of using telehealth

- Access to the same healthcare standards as seeing the doctor in person.
- You don't have to go to a clinic or hospital to see your provider and visits can be completed where you feel most comfortable.
- You won't risk getting sick from other people.
- Often patients do not need to take time off from work to visit the doctor.
- Your doctor can often obtain more information about you and where / how you live and your lifestyle, thereby providing personalized care.
- You can obtain the expertise of a distant specialist.

Risks to using telehealth

There are potential risks associated with the use of telehealth. These risks include, but may not be limited to:

- You and your provider won't be in the same room, so it may feel different than an office visit.
- Your provider may make a mistake because they cannot examine you as closely as at an office visit. (We don't know if mistakes are more common with telehealth visits.)
- Your provider may decide you still need an office visit.
- Technical problems may interrupt or stop your visit before you are done.

Will my telehealth visit be private?

- We will not record visits with your provider unless both Doc Bee Well and patient consent to the recording. Under RCW 9.73.030, It is a violation of Washington privacy laws to tape someone without their knowledge.

- If people are close to you, they may hear something you did not want them to know. You should be in a private place, so other people cannot hear you.
- Your provider will tell you if someone else from their office can hear or see you.
- We use telehealth technology that is designed to protect your privacy.
- If you use the Internet for telehealth, use a network that is private and secure.
- In rare cases, security protocols could fail, causing a breach of privacy of personal health information.

What if I want an office visit, not a telehealth visit?

Our unique business model is designed to have almost all visits by telehealth. Doc Bee Well does have a physical office that they can see patients in person when appropriate and also has the ability to perform home visits if you are in the service area. You can stop using telehealth any time, even during a telehealth visit. If Doc Bee Well makes a professional judgement that telehealth services aren't suitable, Doc Bee Well has the right to decline care via telehealth and require in person visits.

By Agreeing to receive Telehealth Services from Doc Bee Well via phone, video, or electronic communications, I acknowledge that:

- I understand the information in this document including the potential risks to using electronic communications for a health care visit.
- I want a telehealth visit and may receive protected health information via email or SMS text messaging.
- I understand that the Practice has made reasonable and appropriate efforts to eliminate any confidentiality risks associated with Telehealth Services. I am also responsible for reducing any risks to my privacy or confidentiality resulting from the location or circumstances of my participation in Telehealth Services (e.g., joining the telehealth encounter from a quiet space, ensuring others do not overhear my conversation or see my computer or mobile device screen). I also understand that all existing confidentiality protections under federal and state law apply to my information disclosed during Telehealth Services.
- I understand that there are risks and consequences associated with telemedicine including, but not limited to the possibility, despite reasonable efforts on the part of my medical provider, that the transmission of my medical information could be disrupted or distorted by technical failures.
- I understand and acknowledge that Telehealth Services are not intended to be, and do not act as, emergency services. If I am experiencing an emergency, I should not rely on Telehealth Services and instead should call 911 or go to an emergency department.
- I understand what it means to receive Telehealth Services and am legally authorized to acknowledge, agree, and consent to the use of Telehealth Services.
- I understand that I have the right to withhold or withdraw my consent to the use of telehealth in the course of my care at any time, without affecting my right to future care or treatment.
- I understand that I will need to download an application and/or software to use this platform. I also need to have a broadband Internet connection or a smart phone device with a good cellular connection at home or at the location deemed appropriate for services.
- I understand that I have a right to access my health information and copies of medical records in accordance with Washington state law.
- I am responsible for all charges (a) that I may incur from my mobile or internet service provider, as applicable, when receiving Telehealth Services.

I have read and understand the information provided above regarding telehealth, have discussed it with my health care provider, counsel and/or legal guardian, and I hereby give informed consent to the use of telehealth.

Doc Bee Well