

Disclosure and Consent for Tele advocacy

I. Introduction: Tele advocacy involves remote interactions through telecommunication technologies between an Independent Patient Advocate and Client at different locations, in order to provide real-time healthcare navigation. The technologies may involve the use of telephone, video, or other two-way communication mediums, or other methods.

II. Consent for Tele advocacy: I voluntarily request and give permission (consent) for SunNav Healthcare Advocates, LLC to provide me patient advocacy through tele advocacy technology and services.

I understand that SunNav Healthcare Advocates, LLC may:

- Conduct their practice in a different location than the one where I may be physically present
- Not have the opportunity to perform an in-person evaluation at the time my tele advocacy services are provided
- Rely on information given by me before and during our tele advocacy services appointment

I understand that I must provide information to the best of my knowledge and ability that is complete and accurate. This includes information about medical history, condition(s), and current or previous medical care.

I understand that SunNav Healthcare Advocates, LLC advice, recommendations, and/or decisions may be based on factors not within their control, such as incomplete or inaccurate data provided by me or the distortions of diagnostic images or specimen due to electronic transmission issues.

I understand that if tele advocacy services are interrupted due to a technology problem or equipment failure or other reason, a different way of communication may need to be used and/or I may need to have an in-person consultation with a patient advocate located in my area.

I understand that if I experience any urgent medical symptom(s) or condition(s) after a tele advocacy session, I should dial 911 or go directly to the nearest emergency room.

I understand that SunNav Healthcare Advocates, LLC may be unable to help resolve my current situation within the hour. I may have to consider longer term advocate options after the 1-hour tele advocacy service.

I have been given an opportunity to ask questions about the tele advocacy services to be provided to me. I understand the risks and hazards involved with tele advocacy services. I believe that I have enough information to give informed consent to receive tele advocacy services by SunNav Healthcare Advocates, LLC at this time.