



## Telehealth Informed Consent

Telehealth is healthcare provided by any means other than a face-to-face visit. In telehealth services, medical and mental health information is used for diagnosis, consultation, treatment, therapy, follow-up, and education. Health information is exchanged interactively from one site to another through electronic communications. Telephone consultation, videoconferencing, transmission of still images, e-health technologies, patient portals, and remote patient monitoring are all considered telehealth services.

### **PRIVACY, SECURITY, AND CONFIDENTIALITY:**

Although Silver Birch Medical Clinic has selected respectable vendors of email, tele-video/ teleconferencing services and implements reasonable technical safeguards, the clinic cannot and does not guarantee the privacy, security or confidentiality of any communication sent or received over the Internet. There is a potential that emails, video, or other information, sent or received over the Internet can be intercepted, altered, forwarded, and/ or read by others. The clinic is not responsible for communication that is lost due to technical failure during composition, transmission, or storage. The clinic will not forward Emails to independent third parties without your prior written consent, except as authorized or required by law. If any of this is a concern to you, you should not communicate with the clinic through internet-based technologies.

### **BY SIGNING THIS FORM I UNDERSTAND THE FOLLOWING:**

- I understand that telehealth involves the communication of my medical/ mental health information in an electronic format.
- I understand that I may opt out of the telehealth visit at any time. This will not change my ability to receive future care at this clinic.
- I understand that telehealth services can only be provided to patients who are residing in the state of Arkansas at the time of this service.
- I understand that telehealth billing information is collected in the same manner as a regular office visit. My financial responsibility will be determined individually and governed by my insurance carrier, Medicare, or Medicaid, and it is my responsibility to check with my insurance plan to determine coverage.
- I understand that all electronic medical communications carry some level of risk. While the likelihood of risks associated with the use of the telehealth environment is reduced, the risks are nonetheless real and important to understand. These risks include but are not limited to:
  - It is easier for electronic communication to be forwarded, intercepted, or even changed without my knowledge and despite taking reasonable measures.
  - Electronic systems that are accessed by employers, friends, or others are not secure and should be avoided. It is important for me to use a secure network.
  - Despite reasonable efforts on the part of my healthcare provider to communicate via HIPAA compliant platforms, the transmission of medical information could be disrupted or distorted by technical failures.
- I agree that information exchanged during my telehealth visit will be maintained by the doctors, other healthcare providers, and healthcare facilities involved in my care.
- I understand that medical information, including medical records, are governed by federal and state laws that apply to telehealth. This includes my right to access my own medical records (and copies of medical records).
- I understand that I must take reasonable steps to protect myself from unauthorized use of my electronic communications by others.
- I understand that the healthcare provider is not responsible for breaches of confidentiality caused by an independent third party or by me.
- I agree that I have verified to my healthcare provider my identity and current location in connection with the telehealth services. I acknowledge that failure to comply with these procedures may terminate the telehealth visit.
- I understand that I have a responsibility to verify the identity and credentials of the telehealth provider rendering my care via telehealth and to confirm that he or she is my healthcare provider.
- I understand that electronic communication cannot be used for emergencies or time sensitive matters.

- I understand and agree that a medical evaluation via telehealth may limit my healthcare provider’s ability to fully diagnose a condition or disease. As the patient, I agree to accept responsibility for following my healthcare provider’s recommendations – including further diagnostic testing, such as lab testing, a biopsy, or an in-office visit.
- I understand that electronic communication may be used to communicate highly sensitive medical information, such as treatment for or information related to HIV/AIDS, sexually transmitted diseases, or addiction treatment (alcohol, drug dependence, etc.).
- I understand my healthcare provider may choose to forward my information to an authorized third party. Therefore, I have informed the healthcare provider of any information I do not wish to be transmitted through electronic communications.
- By signing below, I understand the inherent risks of errors or deficiencies in the electronic transmission of health information and images during a telehealth visit.
- I understand that there is never a warranty or guarantee as to a particular result or outcome related to a condition or diagnosis when medical care is provided.
- To the extent permitted by law, I agree to waive and release my healthcare provider and his or her institution or practice from any claims I may have about the telehealth visit.

I certify that I have read and understand this agreement and that I was given the opportunity to have any questions answered to my satisfaction.

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PATIENT’S PRINTED NAME

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SIGNATURE OF PATIENT

DATE

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SIGNATURE OF REPRESENTATIVE

DATE