



Permission for Telehealth Visits

What are the positives of telehealth?

- You don't have to go to a clinic or hospital to see your provider.
- You won't risk getting sick from other people.

What are the potential negatives of telehealth?

- You and your provider won't be in the same room, so it may feel different than an office visit.
- Your provider cannot examine you as closely as at an office visit.
- 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.
- 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 of any present clinical team members.
- We use telehealth technology that is designed to protect your privacy.
- If you use the Internet for telehealth, do not use public Wi-Fi. Use a private network such as in your home or in the home of a family member.
- We will use every reasonable precaution to protect your privacy.

What if I try telehealth and don't like it?

- You can stop using telehealth any time, even during a telehealth visit.
- You can still get an office visit if you no longer want a telehealth visit.
- If you decide you do not want to use telehealth again, please let your provider or scheduler know.

How much does a telehealth visit cost?

- What you pay depends on your insurance.
- A telehealth visit will not cost any more than an office visit.
- If your provider decides you need an office visit in addition to your telehealth visit, you may have to pay for both visits.
- We can take co-payments or other payments over the phone.

Before your appointment, we will ask you to agree that—

- We talked about your options for telehealth.
- We have answered any questions you may have.
- You want to do a telehealth visit.