



# Permission for Telehealth Visits

## What is telehealth?

- Telehealth is a way to visit with a health care provider, such as your doctor or nurse practitioner.
- You can talk to your provider from any place, including your home. You don't go to a clinic or hospital.

## How do I use telehealth?

- You talk to your provider by phone, computer, or tablet.
- Sometimes, you use video, so you and your provider can see each other.

## How does telehealth help me?

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

## Can telehealth be bad for me?

- You and your provider won't be in the same room, so it may feel different than 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 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.
- There is a very small chance that someone could use technology to hear or see your telehealth visit.

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

- You can schedule an office visit now.

### **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. But until the office opens for all appointments, you will get an office visit only for one of the reasons listed above.
- If you decide you do not want to use telehealth again, call [INSERT AGENCY PHONE NUMBER] and say you want to stop.

### **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.

### **Do I have to sign this document?**

- No. Only sign this document if you want to use telehealth.



## What does it mean if I sign this document?

*If you sign this document, you agree that:*

- We talked about the information in this document.
- We answered all your questions.
- You want a telehealth visit.

Your name (please print)\_\_\_\_\_

Date\_\_\_\_\_

Your signature\_\_\_\_\_

Date\_\_\_\_\_