**Permission for Telehealth Visits**

**What is telehealth?**

Telehealth is a way to visit with healthcare providers, 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 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.
* 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?**

For now, almost all visits are by telehealth. You cannot schedule an office visit now, unless it is for:

* [Fill in]

You must wait until the office opens for all other appointments. We do not know when that will be.

**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 XXX-XXX-XXXX and say you want to stop, **OR**
  + sign into your patient portal and [add instructions here.]
  + It will be as if you never signed this form.

**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.

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

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

**Do not sign this form until you start your first telehealth visit.** Your provider will discuss it with you.

**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.

If you sign this document, we will give you a copy.

Your name (please print) Date

Your signature Date