

Permission for Telehealth Visits

What is telehealth?

Telehealth is a way to visit with healthcare providers, such as your therapist, 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?

Telehealth is done by talking 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?

Telehealth helps you by making care more convenient. You don't have to go to a clinic or hospital to see your provider.

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?

If you want an office visit, you will have to come into the office for the visit. You might have to travel further away than your local office if it is quicker for you to be able to access care.

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. However, you will need to have an appointment in an office. If you decide you do not want to use telehealth again, you can call your local LifeSpring office and let them 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.

What does it mean if I sign this document?

At the end of this form you will select to either consent or not consent to telehealth. If you do consent to telehealth, you can receive care that way. If you don't, you cannot receive telehealth services until you have signed the consent.

You can change your mind at any time.

____I consent to telehealth

____I do not consent to telehealth

Your name (please print) Date

Your signature Date