

# Permission for Telehealth Visits

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## **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?**

- Telehealth is voluntary and you can stop using telehealth any time, even during your 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.

## **What if I don't have transportation to get to my in-person office visits?**

- Some insurance plans, such as Medi-Cal, will pay or arrange for transportation services to in-person office visits when other options are not available.

## **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 and that the use of telehealth is voluntary.
- We have answered any questions you may have.
- You understand that translation services are available upon request.
- You want to do a telehealth visit.
- You have been informed and understand that it is against SCHC policy and California law (CA Penal Code § 632) to purposely record (video or audio) or take pictures of confidential discussions or information by way of an electronic recording device (including cell phones) unless express consent is given by all parties, including your clinician. You agree to not record, or have recorded by anyone in your presence, a telehealth visit without the expressed permission of the clinician.