



## Permission for Telehealth Visits

### What is Telehealth?

Telemedicine, also referred to as telehealth medicine, is the real-time, audio-visual visit between a provider and patient. It can be used as an alternative to traditional in-person care delivery and, in certain circumstances, can be used to deliver care including the diagnosis, consultation, treatment, education, care management and patient self-management.

### How do I use telehealth?

You talk to your provider with a 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. It also reduces your risk of getting sick from other people.

### What are some of the benefits of telehealth?

No transportation time or costs, reduced wait time, and more detailed and personalized care compared to a telephone call.

### What are some of the challenges of telehealth visits?

You and your provider won't be in the same room, so it may feel different from an office visit. Your provider cannot examine you as closely as they might at an in-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 do 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 HIPAA-compliant, encrypted 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 types of visits can telehealth be used for?

Telehealth is best suited for interactions with established patients who do not require a physical exam or lab work.

### What types of visits are not appropriate for telehealth?

Telehealth is not suited for a physical examination or lab testing and cannot be used for new-patient evaluations.

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

That decision is up to you and your provider. Find out what options are available to you by calling the practice.

### 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, call **928.362.0577** and say you want to stop.

### How much does a telehealth visit cost?

What you pay depends on your insurance. 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.

### 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: \_\_\_\_\_ Date: \_\_\_\_\_

Your signature: \_\_\_\_\_ Date: \_\_\_\_\_

Disclaimer: While the information and guidance provided in this document is believed to be current and accurate at the time of posting, it is not intended to be and should not be construed to be or relied upon as legal, financial, or consulting advice. Before use, each document should be tailored to the unique nature of your practice, including applicable state law. Consult with an attorney and other advisors. References and links to third parties do not constitute an endorsement or sponsorship by the AMA, and the AMA hereby disclaims all express and implied warranties of any kind in the information provided.