

# Desert Sage Health, PLLC

2620 N 140<sup>th</sup> Ave, suite 101, Goodyear, AZ 85395; 623-536-7986

## CONSENT FOR TELEHEALTH SERVICES

Thank you for choosing the services that we provide. This document is designed to inform you about what you can expect from telehealth sessions. TeleHealth is defined as follows:

“Telemedicine means the interactive use of audio, video or other electronic media for the purpose of diagnosis, consultation or treatment. Does not include the sole use of an audio-only telephone, a video-only system, a facsimile machine, instant messages or electronic mail.” -Center for Connected Health Policy

At this time, the telehealth service we prefer to provide is through videoconferencing (VC). Videoconferencing allows us to conduct remote sessions over the internet where we not only can speak to one another, but we may also see each other on a screen. Our electronic medical record software, SimplePractice, provides this service. This platform is encrypted to the federal standard, HIPAA compatible, and has signed a HIPAA Business Associate Agreement (BAA). The BAA means that SimplePractice is willing to attest to HIPAA compliance and assumes responsibility for keeping our VC interaction secure and confidential. If we choose to utilize this technology, you will be given a detailed handout with directions regarding how to attend your session. We ask that you please sign on to the platform at least five minutes prior to your session time to ensure we get started promptly. We strongly suggest that you only communicate through a computer or device that you know is safe (e.g., has a firewall, anti-virus software installed, is password protected, not accessing the internet through a public wireless network, etc.).

Additionally, for some insurance companies the use of a telephone/ phone calls are permitted. If you are unable to use VC due to not having technical capabilities or do not feel you are able to navigate the VC process, telephone calls can be used. Please see additional disadvantage of a telephone call below.

It is important for you to understand the following:

1. I understand that my health care provider wishes me to engage in a telehealth consultation.
2. I understand video conferencing technology that will be used to affect such a consultation will not be the same as a direct client/health care provider visit due to the fact that I will not be in the same room as my provider. Differences may include changes in ability to be aware of non-verbal communication, a feeling of being less connected to the provider, and differences in how crisis situations are managed, which will be explained below. Additionally there are the following risks;
  - Potential technology interruptions, such as video connection may cause slight delays, there is possibility of feedback sound or connection delays.
  - There is a potential for technology failure, including difficulty logging on to the session, requiring to log off and log back in to the session, or the picture freezing.
  - Inherent confidentiality risk of electronic communications. Meaning we cannot ensure your confidentiality due to you being outside our office. It will be your responsibility to ensure you are in a confidential space when participating in telehealth services.
  - We cannot ensure your computer has the necessary safety features, such as firewalls or antivirus, which aid in protecting breaches in confidentiality.



- Domestic Violence Hotline
- Child Abuse Hotline

Text HOME to 741741  
602-263-8900  
888-767-2445

### In Case of Technology Failure During a Telehealth session

If you and your provider encounter a technological failure. The most reliable backup plan is to contact one another via telephone. Please make sure you have a phone with you, and your provider has that phone number. If you get disconnected from a video conferencing or chat session, end and restart the session. If you are unable to reconnect within ten minutes, your provider will try calling you at the phone number you gave them at the beginning of the session. If they do not get a hold of you on the first attempt, they will try a second time five minutes later. If there is less than five minutes left in the session, only one attempt will be made to contact you. If you are unable to reconnect with your provider, please contact the front office to schedule your next regular appointment if one is not already scheduled.

### Consent to Use The Telehealth by SimplePractice Service

Telehealth by SimplePractice is the technology service we will use to conduct telehealth videoconferencing appointments. It is simple to use and there are no passwords required to log in. By signing this document, I acknowledge:

1. Telehealth by SimplePractice is NOT an Emergency Service and in the event of an emergency, I will use a phone to call 911.
2. Though my provider and I may be in direct, virtual contact through the Telehealth Service, neither SimplePractice nor the Telehealth Service provides any medical or healthcare services or advice including, but not limited to, emergency or urgent medical services.
3. The Telehealth by SimplePractice Service facilitates videoconferencing and is not responsible for the delivery of any healthcare, medical advice or care.
4. I do not assume that my provider has access to any or all of the technical information in the Telehealth by SimplePractice Service – or that such information is current, accurate or up-to-date. I will not rely on my health care provider to have any of this information in the Telehealth by SimplePractice Service.
5. To maintain confidentiality, I will not share my telehealth appointment link with anyone unauthorized to attend the appointment.

### Payment

As per Desert Sage Health's policy, copays, co-insurance and/or deductibles are due at time of service. To participate in telehealth you must provide a credit card on "file" that can be charged at time of service. The amount due for the session will be charge within 24 hours. If a higher balance is due, you will be contact before your credit card is processed to determine if you are able to pay towards your balance. If you have any questions on what amount will be charge for the session it will be your responsibility to ask your provider or contact front office staff. The cost of a telehealth session is typically the same cost as an in-person session; however, each plan has different cost per service. If you have any questions about coverage please contact the front office and/or your insurance company.

**By signing this form, I certify:**

- That I have read or had this form read and/or had this form explained to me
- That I fully understand its contents including the risks and benefits of the procedure(s).
- That I my credit card will be charged for the total amount due for the session.
- That I have been given ample opportunity to ask questions and that any questions have been answered to my satisfaction.
- That I will follow emergency procedures as stated above if necessary.

**SIGNING BELOW, I AM AGREEING THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.**

Client Name: \_\_\_\_\_ DOB: \_\_\_\_\_

Client/ Guardian Signature (if applicable): \_\_\_\_\_

Name of Guardian: \_\_\_\_\_

Second Guardian Signature: \_\_\_\_\_

Name of Second Guardian: \_\_\_\_\_