



Telehealth Information

This health care behavioral health provider may engage you in the delivery of one or more of the requested services via telehealth. You have the option to decline telehealth services and instead seek face to face services.

Telehealth is the use of electronic communication technologies by health care providers to deliver services to individuals located at a different site than the provider. There are potential risks to this technology, including interruptions, technical difficulties, and much more rarely, unauthorized access. Certain conditions cannot be diagnosed or treated via telehealth, and the healthcare provider(s) will determine whether or not the condition being diagnosed and/or treated is appropriate for a telehealth encounter; if it is not, the provider will communicate this and explain alternative options.

In any telehealth visit, you will have a direct conversation with the health care provider and have the opportunity to ask any questions in regard to telehealth services. Questions shall be answered, and the risks, benefits and any practical alternatives discussed in a language you understand.

Others may also be present during the consultation other than the health care provider in order to set up or operate the video equipment, but all will maintain confidentiality of the information obtained. Because you are located in a setting outside of this provider's physical office, processes such as electronic appointment scheduling, electronic prescription orders/refills and patient education delivered electronically may occur.

All existing laws regarding access to medical information and copies of medical records apply to telehealth services. Please note that telecommunications are not recorded or stored. Reasonable and appropriate efforts have been made to eliminate confidentiality risks associated with telehealth technologies, and all existing confidentiality protections under federal and state law apply to information disclosed during telehealth sessions.

Chrysalis Health has given me information explaining how the video conferencing technology will be used and that the delivery of services may not be the same as a direct client/behavioral health provider visit due to the fact that I may not be in the same room as my health care provider.

I understand that my behavioral health provider or I may discontinue the telehealth session if it is felt that the videoconferencing connections are not adequate for the situation.

I further understand that I will be informed of any other person(s) presence in the consultation and have the right to request any of the following:

- Omit specific details of my medical history/physical examination that are personally sensitive to me
- Ask non-medical personnel to leave the telehealth room
- Terminate the consultation at any time

I have had the alternatives to telehealth explained to me, and in choosing to participate in telehealth services.

In an emergency situation, I understand that I have been instructed to call 911 or my attending physician and that the Chrysalis Health provider's responsibility will conclude upon the termination of the video conferencing connection.

I may withhold or withdraw consent to the telehealth services at any time, without affecting my right to future care or treatment.