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Telemedicine and Virtual Visits Patient Authorization and Consent Form

Telemedicine utilizes online connectivity with audio and video to allow you to interact with your healthcare clinician outside of an in-person office visit. Such a telemedicine encounter, or virtual visit, may be appropriate to address your medical concerns in limited circumstances. A telemedicine encounter can be limited especially because of the inability to perform a thorough physical examination and diagnostic testing. The adequacy and appropriateness of a telemedicine encounter will be determined by your medical clinician. Furthermore, there may be the need for additional evaluation and management beyond the virtual visit if so determined during or after this encounter.

You and your healthcare team must decide if your health problem can be helped with telemedicine. The team and others involved in your care (e.g., medical home or hospital teams) will make a plan for your care using telemedicine. This will also include a plan in case you have an emergency during the telemedicine session.

If the patient is a minor child, the telemedicine clinician will explain to the parent or guardian how a virtual visit is different from an in-person office visit. He or she will also explain if a virtual visit of the child is appropriate.

Your Virtual Visit

During your virtual visit:

- The clinician and the staff will introduce themselves.
- You will be asked to confirm the state you are currently in and the state where you live.
- The clinician may talk to you about your health history, exams, x-rays, and other tests.
- The virtual visit may happen by video, audio, and/or with other technology tools.
- Video and/or photo records may be taken, and audio recordings may be made with your permission.
- A report of the session will be placed in your medical record. You can get a copy from your clinician.

All appropriate laws about the privacy of your health information and medical records apply to telemedicine. These laws also apply to the video, photo, and audio files that are made and stored.

Risks and Common Problems

Technology can make getting health care easy, **but there can also be problems:**

- If there is an equipment or internet problem, your diagnosis or treatment could be delayed.
- Records or images that are taken and sent may be poor quality. This can delay or cause problems with your diagnosis or treatment.
- The records sent for review before the session may not be complete. If this happens, then it may be hard for the telemedicine clinician to use his or her best judgment about your health problem. For instance, you could react to a drug or have an allergic response if the provider does not have all of the



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facts about your health.

- There could be problems with internet security and privacy. For instance, hackers may access or view your health information. If this happens, then your medical records may not stay private.
- If there is a technology problem, the information from your session may be lost. This would be outside the control of your clinician and medical practice.
- Without a hands-on exam, it may be hard to diagnosis your problem.

Having a virtual visit is your choice. Even if you have agreed to the session, you can stop or limit any portion of the virtual visit at any time.

Patient Acknowledgment

This form gives you facts about and risks of telemedicine and virtual visits. You must indicate that you have read, understand, and agree with these terms in order to proceed with the virtual visit:

I confirm by clicking “I agree to the Terms of Service” that:

- I have been informed of the name and credentials of my telemedicine clinician,
- I have been able to ask questions about telemedicine and virtual visits,
- all of my questions have been answered,
- I understand no guarantees have been made about success or outcome, and
- I agree to take part in a virtual visit utilizing telemedicine.