

# What You Need to Know about Telehealth

## What Is a Telehealth Visit?

A telehealth visit happens when you go to see your local provider. While you are there, the clinic uses a computer to connect to doctors and specialists at UNM in Albuquerque. The doctors at UNM might be connected with a live video and sound link. Or your provider might just send pictures and other information for those doctors to look at later.

This lets your provider work with doctors in other places to help you. But you don't have to travel to see them.

## Why Do I Need a Telehealth Visit?

Your provider thinks it would be helpful to work with a health care specialist. The telehealth visit will allow you and your provider to work with a specialist.

## How Can I Benefit?

- You can see a specialist who may help us understand your problem better.
- You might not need to go to Albuquerque.

## How Is My Privacy Protected?

Your privacy is protected just like in a face-to-face visit.

- What you and the doctors say and see in live video visits happens on a special secure computer system. This means no one else can see or hear what's happening.
- We will do our best to keep your visit and results private. The specialist will only speak to your local provider unless you agree otherwise.
- Telehealth visits are not recorded.

## What Are the Possible Risks?

- There could be problems with the computer connection. Then the UNM specialist may not be able to learn key things. Or the visit may have to be rescheduled.
- We are very careful to keep telehealth visits secure. But it is possible that our security could

fail. If that happens, there is a chance your medical information may not stay private.

## What Are My Rights with Telehealth Visits?

- You can stop the visit at any time. You just need to say you want to stop.
- Sometimes images are taken for the specialist to look at later. You can decide after the visit that you don't want them sent.
- You don't have to have more telehealth visits if you don't want to, even if your doctor thinks it would be a good idea.
- Even if you don't want any more telehealth visits, you may still see your regular provider. You may also ask to see the UNM specialist for a face-to-face visit.
- You have the right to be told of everyone who is in the room at the UNM clinic during live video visits. You also have the right to know about anyone who needs to come into the room. For example, if there is a problem with the computer, a technical person may need to come in to fix it. If you want to, you may leave the room until that person is gone. You may also ask a person to leave if you want them to.
- Your local providers will tell you about any talks they have with the specialist at UNM.
- You have the right to a copy of your medical records. You can get a copy by following the regular steps at your clinic or hospital.

## What Else Should I Know?

- You or your insurance might be billed by UNM or your local provider for the visit. This will depend on agreements between your clinic and UNM. Ask your local clinic what to expect.
- Your local provider is still your main doctor. If you have an emergency or need to be seen right away, you should call your local provider.

# Patient Consent for Telehealth Services



Patient name \_\_\_\_\_ Date of birth \_\_\_\_\_

**I have been given a copy of the handout “What You Need to Know about Telehealth,” and I understand what it says.**

**I have had a chance to ask questions and they have been answered.**

**When I sign this form, I am saying I understand and agree that:**

- the UNM health care specialist may discuss my medical history with my local provider.
- a provider at my local clinic may examine me as the UNM specialist guides him or her. The UNM specialist may also ask me questions through the video link.
- my medical information and images of my medical problems may be sent to the UNM specialist.

This form is to be used in addition to a consent for treatment appropriate to the service

By signing below, I agree to use telehealth as part of my health care.



Patient Sign Here \_\_\_\_\_ Date \_\_\_\_\_

**If patient cannot sign, person who can legally give consent for patient.**

Printed name of Authorized Signer \_\_\_\_\_ Relationship to Patient \_\_\_\_\_

Signature of Authorized Signer \_\_\_\_\_ Date \_\_\_\_\_

Witness Printed Name \_\_\_\_\_ Signature of Witness \_\_\_\_\_ Date \_\_\_\_\_

Referring Provider \_\_\_\_\_ Location \_\_\_\_\_

Consulting Provider \_\_\_\_\_ Location \_\_\_\_\_

patient sticker