



WESTERN MICHIGAN UNIVERSITY

## Primary Care Services

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### Consent for Telehealth Services

In order to prevent the spread of the COVID-19 (coronavirus) we will be offering **remote telehealth** for students in Michigan. Please read this carefully.

#### **What is Telehealth?**

Telehealth is the delivery of health care services using interactive audio and visual electronic systems where the provider and the patient are not in the same physical location. The interactive electronic systems used in telehealth incorporate network and software security protocols to protect the confidentiality of patient information and audio and visual data. These protocols include measures to safeguard the data and to aid in protecting against intentional or unintentional corruption.

#### **Privacy**

Your provider will take every precaution to insure a technologically secure and environmentally private telehealth session by conducting the session from a secure space (our private offices) in order to maintain confidentiality.

Please be aware that, as a patient, you are responsible for finding a private and quiet location where your session may be conducted uninterrupted. You have responsibility for maintaining the confidentiality of your WIFI connectivity link and the security of your electronic device (tablet, phone, or computer).

**There will be no recording of online appointments, and all information disclosed within those appointments, and the written records of those appointments, are protected by the standards of clinical confidentiality as disclosed in our general consent form.**

#### **Potential benefits**

- Increased accessibility to health care
- Patient convenience

#### **Potential Risks**

- Information transmitted may not be sufficient (e.g., poor resolution of video) to allow for appropriate provider decisions
- My provider may not be able to provide medical treatment to me using interactive electronic equipment nor provide for or arrange for emergency care that I may require.
- Delays in evaluation and treatment may occur due to deficiencies or failures of the equipment.
- Security protocols can fail, causing a breach of privacy of my confidential medical information.
- A lack of access to all the information that might be available in a face-to-face visit but not in a telehealth session may result in errors in medical judgment.

**My Rights**

- I understand that the laws that protect the privacy and confidentiality of medical information also apply to telehealth.
- I understand that the Webex technology is HIPAA protected to prevent the unauthorized access to my private medical information.
- I have the right to withhold or withdraw my consent to the use of telehealth during the course of my care at any time. I understand that my withdrawal of consent will not affect any future care or treatment.
- I understand that my Sindecuse Health Center provider has the right to withhold or withdraw this consent for the use of telehealth during the course of my care at any time.

**My Responsibilities****• I will not record any telehealth sessions**

- I will inform my provider if any other person can hear or see any part of our session before the session begins.
- I understand that I must reside in Michigan to be eligible for Sindecuse telehealth services.

**In Case of Technology Failure**

If your scheduled appointment is prevented or disrupted due to technical complications, please contact Sindecuse Health Center at (269) 387-3287 and ask to talk with your provider

**Patient Consent To The Use of Telehealth**

I have read and understand the information provided above regarding telehealth, have discussed it with my provider or their representative and all of my questions have been answered to my satisfaction. I hereby give my informed consent for the use of telehealth in my care and authorize my Sindecuse Health Center provider to use telehealth in the course of my diagnosis and treatment.

Name of Patient: \_\_\_\_\_

Electronic Signature of Patient: \_\_\_\_\_

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

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## How to Use *Webex* for Telehealth

Telehealth sessions are HIPPA compliant and works much like *Skype* or *Zoom*.

**Note:** *Webex* cannot be used to contact the provider between scheduled sessions or for emergencies. It will not be monitored except during your appointment time. Use our phone number (269) 387-3287 to contact us during normal business hours with questions.

**If you or someone you know is in imminent danger of harming themselves, or a danger to someone else, go to the nearest emergency room or call 911.**

In order to start therapy:

1. Your provider will send you a link in an email before your session.
2. Click on the **Join Meeting button** at the beginning of your scheduled session time.
3. You will get prompted to download the Webex app (webex.exe). However, you will need to **Cancel this install window** and instead click the “Join from your browser” link.
4. You will then be prompted for your name. You do **not need** to enter an email address.
5. You may see a prompt asking to allow *which.webex.com* to use the camera and microphone. You should click the **Allow button** so Host can see and hear them.
6. You will see a prompt to get a quick tour of basic Webex features. You can choose to skip this tour if you wish.
7. Once you click the Join meeting button, you are in a live conference with your provider.
8. After you have completed the appointment, the provider will end the meeting and you can click OK to close the browser tab.

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