

Telehealth Services Information Sheet

We are providing you this information sheet to ensure that you can make an informed decision regarding your consent for telehealth services. This sheet outlines information pertaining to communication plan & options, scheduling between visits, contact between visits, emergency protocols, and the limitations of telehealth services—which may also be referred to as “telemedicine,” “telemental,” “teletherapy,” or “telepsychology.” The consent for telehealth services includes additional information regarding benefits and risks, privacy and security, and how to withdraw consent for telehealth services.

Communication Plan & Options

The preferred communication method for telehealth is videoconferencing technology, which involves a two-way video visit between you and your healthcare provider or behavioral health specialist. This provider organization conducts telehealth video visits through the Healow platform, which provides secure, video conferencing technology. Third-party applications other than Healow may not be entirely secure or HIPAA-compliant and may introduce potential privacy risks. You can access video visits from text message or email notification links, or through your health portal account or Healow mobile app. If this is unsuccessful due to low-quality video, internet speed, or other difficulties, the provider or specialist will call you to complete the visit. If you cannot access your health portal or the Healow mobile app, you should speak to your provider or specialist to discuss whether alternative options are available.

You must have access to a device which is capable of text messaging, and receiving emails and video calls (e.g., phone, computer, tablet). The device must have one of the following web browsers: Firefox, Google Chrome, Safari, or Opera. Video visits cannot be done if you lack access to an appropriate device and web browser. If you lack these resources, you may instead be scheduled for an in-person visit. You may choose to attend visits in-person instead of by video. You may also request an in-person visit before or after any video visit.

Scheduling Visits

You may request a telehealth visit by calling your specialist or provider’s office, or by entering an appointment request through your health portal or Healow mobile app.

Contact Between Visits

You may contact your specialist or provider’s office if you need to communicate with them in-between visits. You may not communicate with the provider or specialist by responding to a text message or email notification link that was sent to provide access to a video visit. Providers and specialists cannot view or respond to any such texts or emails.

Emergency Protocols

At the beginning of each visit, you will inform the provider or specialist of the address where you are, in case of an emergency. Your provider will contact 911 in case of emergency.

Limitations of Telehealth

It is the role of the provider or specialist to determine whether the condition being diagnosed and/or treated is appropriate for a telehealth encounter. If the provider or specialist determines they are unable to begin or continue providing telehealth services to you, you will be scheduled for an in-person visit. If you are having suicidal or homicidal thoughts, actively experiencing psychotic symptoms, or experiencing a mental health crisis that cannot be resolved remotely, it may be determined that telehealth services are not appropriate and that a higher level of care is required.