



Electronic Communication Terms and Conditions

TELEHEALTH SERVICES

1. **Purpose and Benefits:** The purpose and benefit of telehealth is to provide more timely access to mental health, psychiatric, and substance use services to clients who are determined appropriate for telehealth services. The telehealth connection is only to be used during a scheduled session with the provider.
2. **Medical Information and Records:** All existing laws regarding your access to protected health information and copies of your medical records apply to telehealth services. Additionally, dissemination of any patient-identifiable images or information from telehealth interactions to researchers or other entities without your consent, unless authorized under existing confidentiality laws. Records and prescriptions requiring original signatures may take longer to process, allowing for transport from the licensed health care provider's site to Woodland Centers clinic site. All records and prescriptions are transported via secure courier.
3. **Modality:** May be either a telephone call from your provider to a mobile phone or landline or use of a HIPAA compliant video-conferencing platform. Either option will allow for 2-way communication between the client and provider throughout the course of the visit. Video-conferencing will permit the client to see the provider during the visit, while telephone encounter will not. Standard messaging and data rates may apply. If the service occurs in a client's home, the client is responsible to provide equipment to ensure adequate audio and visual quality in order to provide the service. The client cannot be driving a vehicle while engaging in a telehealth session. In the case of an emergency, the trained healthcare provider will use all available resources to ensure the wellbeing and safety of the client and/or those around a client at the time of the service.
 - a. For psychiatry In-office appointments, the psychiatrist will appear on a large screen TV in real time. A webcam is in place which allows the psychiatrist to view you. Microphones provide audio in the room, which enables a dialogue between you and the provider.
4. **Confidentiality:** Reasonable and appropriate efforts have been made to eliminate any confidentiality risks associated with telehealth services. All existing confidentiality protections under federal and Minnesota State law apply to information disclosed during telehealth services. The client is responsible for locating a private area while session is from home.
5. **Fees:** Fees are reviewed with you during your financial intake and Fee Schedule is posted at each clinic site and online.
6. **Risks and Consequences:** Telehealth services are like a routine licensed health care provider office visit, except with interactive video technology or by telephone, which will allow you to communicate with a provider at a distance. Risks and consequences associated with telehealth include but are not limited to, disruption of transmission by technology failures, interruption and/or breaches to confidentiality by unauthorized persons, privacy and or/limited ability to respond to emergencies. It is important for the client to find a private place for their session where they will not be interrupted.
7. **Rights:** You may withhold or withdraw consent to telehealth services at any time without affecting your right to future care or treatment, or risking the loss or withdrawal of any program benefits to which you would otherwise be entitled.
8. **Appropriateness of Telehealth Services:** It may be determined that telehealth services are longer the most appropriate form of treatment. If this occurs, Woodland Centers will discuss other options with the client, such as in-person services.

E-MAIL AND TEXT COMMUNICATIONS

- You may opt in or out of receiving appointment reminders via text. Do not reply to appointment reminder texts.
- E-mail and text communication will need to be discussed with your provider. You may opt out.
- E-mail and text will be used only for non-emergent situations. If you need immediate help, contact our Crisis Center at 320-231-9158 or 1-800-992-1716.
- Important and highly confidential matters will not be discussed through e-mail or text.
- If phone number or email changes, you are responsible for notifying the Center to change your number or email address in your record.



- Standard rates messaging and data rates may apply at the client's expense.

HIPAA regulations and professional Codes of Ethics both require that Protected Health Information (PHI) is private and secure. E-mail and text are very convenient ways to communicate, but they are not 100% secure. Some of the potential risks that may occur if e-mail or text are used:

- Delivery of e-mail or text to an incorrectly typed or provided e-mail address or phone number
- E-mail accounts can be "hacked" giving third party access to e-mail content and addresses
- E-mail providers (e.g., Gmail, Comcast, Yahoo, etc.) keep a copy of each e-mail on their servers, where it might be accessible to e-mail providers outside of Woodland Centers
- Information is accessible if a telephone is lost