

# Informed Consent for Telehealth Services

Willamette Health & Wellness



## Telehealth Definitions

The Health Resources Services Administration defines telehealth as *"the use of electronic information and telecommunications technologies to support long-distance clinical health care, patient and professional health-related education, public health and health administration. Technologies include videoconferencing, the internet, store-and-forward imaging, streaming media, and terrestrial and wireless communications."* <https://www.healthit.gov/faq>.

Willamette Health & Wellness (WHW) will be utilizing telephone and a video platform for providing remote mental health/psychiatric services.

## Why telehealth/telemedicine and why now?

Willamette Health & Wellness (WHW) will be utilizing the "use of electronic... telecommunication technologies to support long-distance clinical health care", also known as telemedicine to respond to the unique set of circumstances posed by the introduction of the novel Coronavirus (COVID-19) to the worldwide population. Congruent with recommendations by the CDC and WHO, WHW is offering telemedicine services to those we serve who (a) are ill (b) have known contact with someone who has confirmed or presumptive COVID-19 symptoms (c) are responding to health provider or governmental agency recommendations or (d) are able to voluntarily practice "social distancing" to reduce the spread of COVID-19.

## Cost and Insurance Coverage

Cost for services will not change. WHW regular fees will apply to each type of service provided. Insurance companies are beginning to respond to the COVID-19 crisis by offering or expanding coverage of and reimbursement for telehealth services. Information provided by insurance companies has continued to change over the last few weeks and, as of the writing of this document, some insurances are covering some telehealth services for some of their plans and in some circumstances. There is a wide variation in definition, coverage and allowable uses of telehealth services among different insurance companies. For this reason, we ask that you gather as much information from your insurance company as you can prior to engaging in telehealth services at WHW. WHW has some limited information about what certain insurance plans cover which we will use to help guide us in billing your insurance following state and federal guidelines for proper coding of services. However, this does not guarantee your insurance will pay for services. If you elect to use telehealth services and your insurance does not pay, you will be billed for the services rendered.

## **Confidentiality**

You can expect the same privacy and security in our telehealth sessions as in our face-to-face sessions. Our clinicians will continue to ensure that they will be located either in a private office on WHW property or at a secure and confidential off-site location. You are responsible for selecting a private location that includes or does not include others and inform your clinician if others are present during the session. Please let your clinician know if privacy at your end is compromised so that the session can be discontinued and rescheduled. Video sessions will be conducted through a secure and HIPAA compliant platform and is not being recorded. Please do not record your session without first discussing with your clinician.

## **Safety**

In the event that our audio or video session is disrupted prematurely and we believe you or someone else may be in danger will we take necessary and appropriate actions. These may potentially include my reaching out your emergency contact on file, requesting a welfare check from a local law enforcement agency, or calling 911.

## **Scheduling Appointments and Communication Plan**

WHW has an explanation for how to request a telehealth appointment in the FAQ section found at <http://willamettehealthandwellness.com/please-read-covid-19-and-your-appointment/>.

PLEASE Make certain that our contact information for you is up to date. We will be using this information to contact you before your appointment and should your session be prematurely disrupted.

## **Additional Resources**

- *Cascadia Behavioral Healthcare Urgent Walk-in Clinic* is open seven days a week from 7am to 10:30pm and serves all individuals in Multnomah County regardless of insurance, income or age. 4212 SE Division St, Suite 100, Portland, OR 97206. 503-963-2575.
- *Multnomah County Crisis Line*: 503-988-4888; Toll-Free 800-716-9769; Hearing impaired dial 711
- *Clackamas County Crisis Line*: 503-655-8585
- *Washington County Crisis Line*: 503-291-9111
- *Clark County*: 360-696-9560; 1-800-686-8137
- *National Suicide Prevention Lifeline*: 1800-273-8255
- *David Romfrey Oregon Warmline* is a peer-run program of Community Counseling Solutions: 1-800-698-2392