



***Please be aware of our policies on phone calls, audio/ video communications and online messages and consultations.***

**TELEHEALTH POLICY**

Consent for these services is required. By signing below, you acknowledge that you understand the risks and benefits of this type of care. You agree to provide the most accurate information available to you (or your family members) about your medical issues.

Risks include security breaches that can occur with any internet- based process including unintentional exposure of protected health information.

Benefits include access to care by phone, audio video and computer technology with flexibility in scheduling contact with our providers.

*The platforms this practice uses for audio video communication, for telehealth visits, are Facetime and Doximity. When using this audio/video technology you should identify whose technology you are using, provide the practice with your location while communicating with us and identify who is with you during your encounter with us.*

**MYCHART MESSAGING POLICY**

Our providers answer hundreds of MyChart messages each week. Sometimes, they can quickly answer and get you the information you need. Other times, it requires time to look through your medical records and provide medical advice. Messages that involve a longer amount of your provider's time for medical decision making or medication change may be billed to you and/or your insurance.

*Types of messages that could get billed:* Changes to your medications, new symptoms, changes to a long-term condition, check-ups on your long-term condition care, questions about lab results, etc.

*This practice codes and bills the services we provide to your insurance plan based on the rules created by the AMA CPT coding board and Medicare/Medicaid. These services may be subject to co-payments, deductibles or denied as non-covered and you may be responsible for these costs.*

**UNSECURE TEXTING**

The best way to communicate with us electronically is via your EPIC patient portal, since federal law prohibits practices from sending you texts or email which are unencrypted or "unsecure." However, some patients find it convenient to communicate by traditional text. Those modes of communication are generally not considered "secure." Some patients appreciate the tradeoff between ease of use and/or convenience and security. At the physician's discretion, we may accommodate your preferences.

**I have read, understand, and agree to the CKHC Telehealth, telephone, MyChart Messaging, and Unsecure Texting Policies**

**Patient Name (printed):** \_\_\_\_\_

**Patient Signature:** \_\_\_\_\_

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