



Telemedicine

Patient Consent Form

GAP offers telemedicine to patients who are interested in a convenient alternative to a traditional face-to-face visit. Telemedicine lets a healthcare provider care for you, even when you cannot be with him or her in person. It allows them to use the internet, phone, or other technology to:

- Talk about your health history and past exams or tests,
- Listen to, address your medical questions or concerns, and give you advice
- Place orders for testing,
- Send you a prescription

Because telemedicine may not always be an appropriate form of care, you and your healthcare team must decide if your health problem can be addressed with telemedicine.

In the event that you participate in a telemedicine session, your provider may work with other providers, medical staff, and/or office support staff to take part in your session or coordinate your care with other members of your healthcare team (such as your primary care provider.)

Your Privacy

- All laws about the privacy of your health information and medical records apply to telemedicine.
- It is up to you to make sure the setting during your session is private. It should only include people with whom you are willing to share your health information.
- Video, photo, or audio recordings may be taken and stored in your medical record.
- The information discussed during your session will be documented in your medical record.

The Risks

- Due to the nature of a telemedicine session and the inability to complete a hands-on exam, it may be more challenging to diagnose your problem.
- There is a risk of a privacy breach due to internet security issues.
- If there is an equipment or internet problem, your diagnosis or treatment could be delayed.
- If the provider does not have access to your health history or medical records before your session, it may be hard for them to use his or her best judgment about your health questions or concerns.
- If medical records or images reviewed are of poor quality, there could be delays or problems with your care.

Billing

- Telemedicine is a billable service either to you or to your insurance plan.
- You will be responsible for copayments, coinsurance or deductible amounts required by your insurance plan.
- We recommend asking your insurance company beforehand whether your plan covers telemedicine.
- You may contact the GAP Billing Department at (336) 714-1262 for any specific billing questions.

Consent

By signing below, you are confirming that you have read, understand, and agree with the information stated in the form. Your signature also confirms your understanding that:

- Having a telemedicine session is your choice. You can decide to cancel or stop the session at any time, and may opt instead for a face-to-face visit (scheduled based on availability).
- You may be asked to go to a healthcare facility for further evaluation. Follow-ups may also be necessary. You should seek additional medical care if your symptoms worsen or does not go away.
- We will answer any questions you may have before you sign below, and you may ask more questions at any time.
- No guarantees have been made about the success or outcome of a telemedicine session.

Patient Signature (or legal guardian)

Date

Patient Name (please print)

Patient Date of Birth