

PAWC Telehealth Agreement

This document contains important information about my remote sessions called telehealth services at PAWC. Should you have any questions about this agreement you may discuss them with your provider at the first appointment or you may contact the administrative staff who can answer general questions (415) 237-0377.

When you sign this document, it will represent an agreement between you (the client), and your provider.

Sessions While regular in--person sessions are most effective, select PAWC providers can offer the choice of conducting some of the sessions remotely via Zoom, doxy.me or a comparable service. The frequency of your telehealth appointments will be decided upon with your provider at your first appointment.

Equipment In order to participate in telehealth sessions you must have access to a computer, tablet or smartphone with video calling software and an adequate internet connection. It is recommended to use headphones in order to reduce unwanted echo. While PAWC can offer support in accessing the secure session application, we would not be able to provide technical help in setting up your computer, tablet, smart phone or your internet connection. Please make sure your equipment is properly configured and running at the time of your appointment.

Video Calling Software PAWC is offering telehealth via private HIPAA and HITECH compliant applications.

If you and your provider are using Zoom download may be required, an additional sheet of how to use Zoom will be attached at the end of this consent.

If you and your provider are using Doxy.me no download is required. If you are using doxy.me on a smartphone or tablet it is recommended that you download the doxy.me app from the app store. You will need to use the most recent version of either Google Chrome or Firefox - Other web browsers are not compatible at this time

Accessing your provider You will receive an appointment reminder email with directions of how to access your provider at the time of your appointment. There will be a link with direct access to your providers virtual waiting room - Please click on this link a few

minutes prior to your session - Clicking on the link will show the provider that you have arrived and sessions will begin at the designated appointment time.

Location During Sessions During telehealth sessions the provider will need to know your location so that in case of an emergency I can call for help and direct the first responders to your location. You will need to provide the provider with the address of your current location during our telehealth session.

Please keep in mind that sessions cannot be conducted while you are in a public setting due to privacy concerns. PAWC providers cannot conduct telehealth sessions while you are on the street, in a car, bus or train, in a hallway, etc. If you are in a public setting for your appointment your provider may not be able to move forward with this visit. This may mean, rescheduling the appointment and incurring the late canceling/rescheduling fee.

Noise and Distractions Please make sure that the ambient noise and distractions are kept to a minimum at your location during telehealth sessions and I will do the same.

Recording Sessions I will conduct telehealth sessions using a secure, private, HIPAA and HITECH compliant video conferencing system. In signing this agreement you agree to never record a telehealth session without my consent and I agree to never record a telepsychiatry session without your consent.

Psychiatric Alternatives and Wellness Center Policies All Psychiatric Alternatives and Wellness Center policies including those regarding appointments and now shows will continue to apply.

Printed Name: _____

Signature: _____

Date: _____