

Maegen S. Vincent, MD, LLC
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CONSENT FOR TELEHEALTH SERVICES

What is Telehealth?

Telehealth allows a clinician and patient who are not in the same physical location to meet using audiovisual interactive technologies. Maegen S. Vincent, MD, LLC uses **secure online video sessions (HIPAA compliant Zoom)** for the evaluation and treatment of psychiatric conditions. This medium is used to provide high quality care while allowing patients, caregivers, or any other involved parties to join visits from locations other than a doctor's office.

Telehealth visits are charged the same fees as in-person appointments.

Benefits of Telehealth:

- Patients are less limited by geographical and/or transportation concerns.
- Having a telehealth option allows patients to attend appointments from the environment that is most comfortable for them.
- Telehealth visits can be less stressful for patients who struggle with social interactions.
- Telehealth visits eliminate travel time to/from appointments and are often more convenient for busy patients/families.
- Patients do not have to risk contracting illness from others.
- Telehealth visits allow for increased collaboration and coordination of care where other involved parties (e.g., other clinicians, family members) can join visits easily to provide and receive information.

Potential Risks of Telehealth:

- Appointments may be interrupted, shortened, cancelled, or rescheduled due to technology failures such as unclear audio/video, loss of audio/video, poor or no internet connection.
- Nonverbal cues might be more difficult to observe and interpret during patient and physician interactions.
- Patients must electronically complete and submit forms disclosing private information and accept risks that come with transmitting information and documents over the internet.

Patient Eligibility for Telehealth:

- Maegen S. Vincent, MD, LLC is only able to provide telehealth services to **patients who reside in Louisiana**, where Dr. Vincent holds a valid medical license.
- **Patients must be located in Louisiana during the telehealth encounter – no exceptions.** Please do not schedule a telehealth appointment on a date when you

know you will be traveling outside of Louisiana. Dr. Vincent cannot legally provide medical treatment if you are located outside of Louisiana. If you fail to notify and it is discovered that you are outside of Louisiana at the time of your telehealth appointment, **the appointment will be cancelled and you will be charged the full appointment fee.**

- Telehealth may not be the most effective form of treatment for some individuals. Telehealth may not be indicated for: (1) patients in a crisis; (2) patients who do not have consistent/reliable internet access; (3) patients who are not comfortable with using audio/visual technology; (4) or patients who are prescribed controlled medications. **If it is believed that telehealth appointments are not appropriate, Dr. Vincent has the right to recommend in-person appointments.**

Requirements for Telehealth Visits:

- May use any computer, smartphone, or tablet with a **stable internet connection** (Wi-Fi connection is ideal and reduces the risk of technological difficulties).
- **Zoom video conferencing app should be downloaded and set up before the appointment** (sign up for free here: <https://zoom.us/>).
- Choose a **private location** where you cannot be heard by others; ensure proper lighting and seating so that the patient and all involved persons can be seen and heard clearly. **No one should be “hiding” off camera.** Anyone who is in the immediate area during the time of the visit should identify themselves or be identified by the patient/caregiver.
- **For minors or adults with legal guardians, each visit will require access to the patient and at least one caregiver.** The caregiver MUST be available to appear on camera and/or answer the phone during the entire length of the visit.
- **Patient must be in the state of Louisiana at the time of the visit and confirm exactly where they are located during the visit.**
- Patient or legal guardian must provide **emergency contact information** and identify **nearest emergency room.**

Insurance Reimbursement

Many commercial insurance plans now cover telehealth appointments; however, patients are encouraged to inquire about these benefits if they plan to submit for reimbursement.

Privacy and Confidentiality:

The current laws that protect privacy and confidentiality also apply to telehealth services. Exceptions to confidentiality are described in the Notice of Privacy Practices. Telehealth services are provided through a HIPAA compliant and secure platform. No permanent video or voice recordings are kept from telehealth sessions. **Patients, caregivers, or other involved persons may not record or store video from sessions.**

Emergency Protocol:

Patient or guardian must provide the name and contact information for the local emergency department and contact information for the location emergency contact. In the case of a mental health emergency during a telehealth session (e.g., where a patient is at imminent risk of harming themselves or someone else), **Dr. Vincent will contact the patient’s emergency services**. Release of information forms will be completed for necessary entities unless confidentiality must be breached to protect the immediate safety of the patient or another identified individual.

Consent for Telehealth Services:

I hereby consent to engage in telehealth services with Maegen S. Vincent, MD, LLC. I understand that telehealth includes health care delivery, diagnosis, consultation, treatment, transfer of medical data, and education using interactive video and/or data communications. I understand that telehealth also involves the communication of my medical and mental health information. I have the right to withdraw consent at any time without affecting my right to future care of treatment.

Patient’s or Guardian/ representative’s signature

Date and time of signature

Print name of patient

Print name of guardian/representative