

INFORMED CONSENT FOR TREATMENT

This Informed Consent for treatment (in person and/or via telehealth) contains important information focusing on providing healthcare services using the Internet and Electronic Medical Record (E-MAR). Please read this carefully, and let us know if you have any questions. When you sign this document or consent to treatment on your intake paperwork, it will represent an agreement between us.

Benefits and Risks of Telehealth

Telehealth refers to providing Primary/Urgent care or mental health services remotely using telecommunications technologies, such as video conferencing or telephone with IntervalCare medical Services, Inc. One of the benefits of telehealth is that the patient and clinician can engage in services without being in the same physical location. This can be helpful in ensuring continuity of care as the patient and clinician likely are in different locations or are otherwise unable to continue to meet in person. It is also more convenient and takes less time. Telehealth, however, requires technical competence on both our parts to be helpful. Although there are benefits of telehealth, there are some differences between in-person treatment and telehealth, as well as some risks. For example:

- Risks to confidentiality. As telehealth sessions take place outside of traditional healthcare clinics, there is potential for other people to overhear sessions if you are not in a private place during the session. On my end, I will take reasonable steps to ensure your privacy. It is important; however, for you to make sure you find a private place for our session where you will not be interrupted. It is also important for you to protect the privacy of our session on your cell phone or other device. You should participate in a televisit only while in a room or area where other people are not present and cannot overhear the conversation.
- Issues related to technology. There are many ways that technology issues might impact telehealth. For example, technology may stop working during a session, other people might be able to get access to our private conversation, or stored data could be accessed by unauthorized people or companies. To help combat this issue, IntervalCare Medical Services takes the time to utilize HIPAA compliant telehealth video conferencing.
- Crisis management and intervention. Usually, providers will not engage in telehealth with clients who are currently in a crisis situation requiring high levels of support and intervention. Before engaging in telehealth, we will develop an emergency response plan to address potential crisis situations that may arise during the course of our telehealth work.

Electronic Communications

You may have to have certain computer or cell phone systems to use telepsychology services. You are solely responsible for any cost to you to obtain any necessary equipment, accessories, or software to take part in telehealth.

For communication between sessions, IntervalCare Medical Services only uses email or cell text messaging communication with your permission and only for administrative purposes unless we have made another agreement. This means that email and text exchange messages with your provider should be limited to administrative matters. This includes things like setting and changing appointments, billing matters, and other related issues. You should be aware that we cannot guarantee the confidentiality of any information communicated by email or text. Therefore, providers will not discuss any clinical information by email and prefer that you do not either. Also, the patient should allow 24-48hrs for an email response, therefore, these methods **should not** be used if there is an emergency.

Treatment is most effective when clinical discussions occur at your scheduled sessions. But if an urgent issue arises, you should feel free to attempt to reach me by phone or schedule a same day appointment as available. IntervalCare Medical Services will try to return your call within 24 hours except on weekends and holidays. If you are unable to reach me and feel that you cannot wait for me to return your call, and if you need immediate attention, contact your family physician or the nearest emergency room.

You should also be aware that any form of telecommunication always runs a risk of breaches in cybersecurity. We do our best to remain in compliance to ensure the continued safety of your confidential patient information. However, when you agree to participate in telecommunications with our company you acknowledge and accept the possibility of a cybersecurity breach which may include your confidential patient information. IntervalCare Medical Services, Inc will not be held liable for loss or breach of your patient information.

Confidentiality

I have a legal and ethical responsibility to make my best efforts to protect all communications that are a part of telehealth services. The nature of electronic communications technologies, however, is such that I cannot guarantee that our communications will be kept confidential or that other people may not gain access to our communications. IntervalCare Medical Services will try to use updated encryption methods, firewalls, and back-up systems to help keep your information private, but there is a risk that our electronic communications may be compromised, unsecured, or accessed by others. You should also take reasonable steps to ensure the security of our communications (for example, only using secure networks for telehealth sessions and having passwords to protect the device you use for telehealth).

Appropriateness of Telehealth

A provider will let you know if telehealth is no longer the most appropriate form of treatment for you. If you decide telehealth is not optimal for you, it is important to let us know. We will discuss recommendations to an appropriate professional in your location who can provide healthcare services.

Emergencies and Technology

Assessing and evaluating threats and other emergencies can be more difficult when conducting telehealth than in traditional in-person treatment. To address some of these difficulties, we will create an emergency plan before engaging in telehealth services. We ask you to identify an emergency contact person who is near your location and who we will contact in the event of a crisis or emergency to assist in addressing the situation. We will ask that you sign a separate authorization form allowing me to contact your emergency contact person as needed during such a crisis or emergency.

If the session is interrupted for any reason, such as technological connection failure, and you are having an emergency, do not call me back; instead, call 9-1-1 or go to your nearest emergency room. If you wish, you may call me back after you have called or obtained emergency services.

If the session is interrupted and you are not having an emergency, disconnect from the session and the provider will wait two (2) minutes and then re-connect you via the telehealth platform on which we agreed to conduct treatment. If the provider does not connect via the telehealth platform within two (2) minutes, then call our office.

Fees

Cash pay fee rates are listed on our website. If you choose to use your health insurance for payment, it is important that you contact your insurer to determine if there are applicable co-pays, fees which you are responsible for, or if telehealth sessions are fully covered. Insurance or other managed care providers may not cover sessions that are conducted via telecommunication. If your insurance, HMO, third-party payor, or other managed care provider does not cover electronic therapy sessions, you will be solely responsible for the entire fee of the session. If there is a technological failure and we are unable to resume the connection, you will be refunded the full amount of payment. Additionally, IntervalCare has a cancellation policy of **no refunds for appointments canceled within 24hrs of the appointment or no shows. There is a \$50 cancellation fee if your appointment is canceled 24hrs after booking if booking through zocdoc.com.**

Records

The telehealth sessions shall not be recorded in any way unless agreed to in writing by mutual consent. IntervalCare Medical Services will maintain a record of our session via a secured electronic medical record. To request your medical record, email us at info@intervalcaremed.com.

Informed Consent

This form serves as your agreement to informed consent for healthcare services provided by IntervalCare Medical Services which is not limited to but includes evaluation, medication management, therapy, and transmission of any potential prescription from our providers to your preferred pharmacy. Depending on your state, this consent may also be agreed to verbally during your first visit with your provider. Your signature below indicates agreement with its terms and conditions.

Patient

Date

Provider

Date