



## **BERT NASH COMMUNITY MENTAL HEALTH CENTER, INC**

### **Telehealth Services Overview**

Bert Nash CMHC Telehealth services will occur primarily through interactive audio, video, \*telephone (and/or other audio/video communication). All audio/video communication methods will use end-to-end encryption and is a HIPAA approved means of delivering services. Use of the video conferencing equipment is a method of health care delivery in which services are delivered to an individual by a provider at a site other than where the individual is located. \*Telehealth delivered telephonically is a temporarily approved means of delivery due to the Covid-19 public health crisis.

- Participation in telehealth is voluntary and you have the right to withhold or remove consent at any time without affecting your right to future care or treatment. Information regarding potential consequences of telehealth services will be shared and your decision to participate or stop participation in telehealth services may occur at any time.
- Privacy and confidentiality will be protected and the same laws that protect the confidentiality of your personal information also apply to telehealth. Communication through the telehealth system occurs over secure telecommunications lines dedicated for this purpose. No video or audio recording of telehealth services will be made by you or your provider. When receiving services through the telehealth system, you will be notified as to who is in the room at the remote site. If you are located at a remote site (not the Bert Nash Center building), it is your responsibility to be in a confidential area. If your provider is at a remote site, they will provide service in a confidential and secure location.
- Instruction regarding the process of utilizing technology for the telehealth service will occur. You will also receive instructions on what will occur if the session is disrupted due to technical difficulty.
- There are potential risks from telehealth including but not limited to the possibility, despite reasonable efforts on the part of the Bert Nash Center, that the telehealth service could be interrupted due to technical failures. In the case of a technical failure your provider will make an attempt to continue the service by restarting the audio/ video session.
- You are responsible for any copayments or coinsurances that apply to your telehealth service. There are no additional fees for services provided by telehealth.
- The Bert Nash Center health care providers at both the BNC location and/or the remote video site will have access to any relevant medical information about you including any psychiatric and/or psychological information, alcohol and/or drug abuse, and mental health records.