



Achieve
SPEECH THERAPY

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Telehealth Policy

ACHIEVE SPEECH THERAPY LLC may utilize telehealth (also known as telemedicine or telecounseling) to provide services to patients. Prior to utilizing telehealth, ACHIEVE SPEECH THERAPY LLC will review the service and its limitations with patients and ensure that they have read and acknowledged these limitations in the Electronic Communication Consent Form attached hereto as Appendix A. In addition, ACHIEVE SPEECH THERAPY LLC will review the following points with the patient at some point before initiating telehealth treatment:

1. Telehealth may not be covered by all insurance companies or other payers. If telehealth is not covered, the options for payment and charges for telehealth sessions should be reviewed with the patient.
2. Telehealth services may not be 100% secure, and are subject to the privacy and security policies and procedures of the technology provider. Patients should review the privacy and security policies of their preferred technology provider if there are any concerns regarding the confidentiality of telehealth services.
3. Telehealth services may not be able to include the full range of services available for an in-office visit. In addition, we can only provide guidance on the activities and topics we can view during a telehealth session. We are not responsible for anything that occurs during the session that is outside of our control.

At the beginning of each telehealth session, ACHIEVE SPEECH THERAPY LLC should review the following points with the patient:

1. If, at any time, the provider feels that the connections are not adequate, or the patient is not cooperating (i.e. patient is not willing to sit in front of camera, patient is not willing or able to sit in a private area, etc.), the provider may terminate the consult at any time.
2. If a telehealth consult is terminated as a result of inadequate technology or videoconferencing connection, the provider will attempt to reconnect at least one time, so long as there is time remaining in the scheduled session. The provider should obtain a phone number for the current location of the patient, in the event that reconnection is not possible, to allow for rescheduling.
3. If others are present on the patient side, the patient should inform ACHIEVE SPEECH THERAPY LLC so the provider can be aware and address such persons as appropriate.
4. Telehealth is not to be used for emergency situations. If a patient has an emergency, they should contact 911.

At the end of each telehealth session, the session should be documented in the same manner as any other session, except that the provider should be sure to note that it was conducted via telehealth. ACHIEVE SPEECH THERAPY LLC should also note the method of technology used (Skype, FaceTime, etc.) and any deficiencies in the service that may affect care (for example, if you are unable to see the patient due to a bad connection and are relying on audio only).

Patient Acknowledgement of Electronic Communications

The patient, or their representative, should be provided with a copy of this policy and should sign an acknowledgement in the form attached here to as Appendix A.

Appendix A: Telehealth Consent Form

Telehealth Services

Telehealth services are provided for the convenience of our patients. They are not required and will only be conducted with the consent of the patient. Telehealth services are subject to the following procedures and understandings:

- Telehealth services are not the same as an in-person visit, as you will not be in the same room as your provider. If your provider determines that telehealth is not adequate for a particular issue, the provider may choose to terminate the session.
- Telehealth services must be scheduled in advance at a designated time agreed upon by both the patient and provider.
- Telehealth services provided via computer should be accessed through a safe and secure connection. Be sure to use a computer that is in a confidential or private area and always fully exit all online counseling sessions when they are complete.
- Telehealth services may also include online functionality, such as posting of notes or chat logs during the session. This information may be printed by your provider, and if so, it will be treated as confidential.
- If telehealth services cannot be conducted due to technical difficulties, you should immediately contact your provider Yvonne San Juan, M.S., CCC-SLP at ACHIEVE SPEECH THERAPY LLC (907) 727-0935 to schedule a new session.
- Telehealth services are not appropriate for all situations. If you are experiencing a crisis situation or emergency, you should contact 911 or go to the nearest emergency room.
- Some videoconferencing services may retain certain personal information for its users. This could include user contacts and addresses, and other personal information you provide to the service. You should review the privacy policy for the internet service provider if you have any questions about the confidentiality of such information.
- ELECTRONIC COMMUNICATIONS CAN BE MISDIRECTED TO OR INTERCEPTED AND DISCLOSED BY UNINTENDED THIRD PARTIES AND THUS MAY NOT A CONFIDENTIAL MEDIUM OF COMMUNICATION. PATIENTS WHO HAVE CONCERNS SHOULD CONSIDER USING ANOTHER MODE OF COMMUNICATION. PLAYFUL LEARNING DOES NOT WARRANT THE CONFIDENTIALITY AND SECURITY OF THIS FORM OF COMMUNICATION. PATIENTS ARE RESPONSIBLE FOR MAINTAINING THE CONFIDENTIALITY IN THEIR ENVIRONMENT, AND THE SECURITY OF THEIR OWN COMPUTERS, PHONES AND OTHER ELECTRONIC DEVICES.

PATIENT CONSENT TO TELEHEALTH

Telehealth Consent

Using telehealth services is entirely voluntary. This office will provide referrals for treatment if you do not wish to utilize telehealth services.

ACHIEVE SPEECH THERAPY LLC is not liable for any claims and/or damages arising from following:

- i. Interruption in the ability to conduct telehealth services due to technical difficulties, technical maintenance, or system failure.
- ii. Access by friends, family members or other third parties who may enter the room on the patient side during telehealth sessions.
- iii. Breaches of privacy and security due to the fault of the third-party videoconferencing provider (such as FaceTime, Skype, Webex, etc.).
- iv. Actions or activities that take place during the telehealth session that are not at the direction of the provider.

I have received a copy of the Telehealth Policy and do wish to use telehealth services. I have read this document carefully and understand the risks and benefits of telehealth services and have had my questions regarding the services explained. I hereby consent to participate in telehealth services under the terms described herein.

By signing below, you acknowledge that you have read and fully understand the ACHIEVE SPEECH THERAPY LLC Telehealth Policy. In addition, you agree to adhere to the policies set forth above, as well as any other instructions or guidelines that ACHIEVE SPEECH THERAPY LLC may impose for using electronic communications.

Name of Legal Guardian/Parent

Date

Patient Name