



Virtual Visit Education and Consent Form

Pinehurst Medical Clinic supports enhanced-access physician-patient interactions, including virtual visits, which occur over safe, and secure communication systems. Virtual visits include audio-only (phone), video, and online digital visits with your provider. A smart phone, tablet, or computer and stable internet access is required for video and online digital appointments. Audio only may be a better option when access is limited to technology devices.

Several Pinehurst Medical Clinic (PMC) providers offer virtual visits as a way to care for patients without seeing them in person. Virtual visits are a convenient way to see a provider when you cannot get to the office, are sick and cannot come into the office, or when you prefer to see a doctor from the comfort of your home. Through virtual visits, providers can conduct physical exams, order labs and tests, manage prescriptions, provide advice, and remotely monitor chronic conditions.

Virtual visits provide the same level of high-quality, patient-centered care as in-person visits. All laws about the privacy of your health information and medical records apply to virtual visits. These laws also apply to the video, photo, and audio files that are made and stored.

Virtual visits don't work for everyone. Not all conditions can be treated properly through a virtual visit. As a team, you and your provider must decide if a virtual visit is right for you.



How to Have a Good Virtual Visit With Your Provider

There are some steps you can take to prepare:

- Check with your insurance provider to ensure they cover telehealth visits
- Prepare a list of your symptoms, experiences, and questions so you can have all your concerns answered during the appointment
- Test your internet connection to prevent delays or cut-offs
- Plan to have your appointment in a quiet room without distractions
- You must be in North Carolina when having a virtual visit.

Before you start the virtual visit

- Make sure the setting for your session is private. It should only include people who they are willing to share personal health information with.
- Find a well-lit room if the visit is video.
- Reduce background noise.

During your telemedicine session (Video and Audio)

- When starting a virtual session, the provider and the staff will introduce themselves.
- You will be asked to confirm your location. Your location is necessary to ensure you meet the criteria for having a virtual appointment.
- Explain your health concern
- Your provider will evaluate and render care
- Video and/or photo records may be taken, and audio recordings may be made.



- A report of the session will be placed in your medical record.
- In some cases, diagnostic tests or lab work may be ordered.
- Medications may be prescribed
- Some circumstances may require an in-person visit.

Online Digital Communication

PMC providers offer virtual evaluation and management services through the HIPAA compliant Follow My Health portal. Online digital communication is a type of virtual visit that is conducted online instead of face-to-face or by phone. Patients generally initiate contact with the physician about a new or worsening condition. Online visits have the same rules as in-person or video and phone visits. It is also a billable service.

Risks and Common Problems

Many patients like virtual visits because they do not have to spend time and money on travel to see a healthcare provider in person. Also, virtual visits can provide access to a provider whom you may not be able to see otherwise.

Technology can make getting health care easy, **but there are potential problems:**

- If there is an equipment or Internet problem, your diagnosis or treatment could be delayed.
- Records or images that are taken and sent may be poor quality. This can delay or cause problems with your diagnosis or treatment.
- The records sent for review before the session may not be complete. If this happens, then it may be hard for the telemedicine provider to use his or her best judgment



about your health problem. For instance, you could react to a drug or have an allergic response if the provider does not have all of the facts about your health.

- There could be problems with Internet security and privacy. For instance, hackers may access or view your health information. If this happens, then your medical records may not stay private.
- If there is a technology problem, the information from your session may be lost. This would be outside the control of your doctor and the telemedicine provider.
- Without a hands-on exam, it may be hard to diagnosis your problem.

Drive-thru Services

Drive-through services may be provided on the premises of Pinehurst Medical in certain situations. Our staff members will assist you from the parking lot to help you make the technical connection to the provider using a tablet with a protective covering (that is cleaned between patients). You may also have blood work (labs) drawn from your car. If you agree to have blood work taken while in your car, we are not responsible if any droplets that may come into contact with the interior of your car.

By agreeing to this visit, you understand that we have made reasonable and appropriate efforts to eliminate any confidentiality risks associated with visits conducted in the parking lot, and all existing confidentiality protections under federal and state law apply to information disclosed during the visit.



Patient Consent

By providing verbal agreement, you agree that you have read, understand, and agree with these terms.

I also confirm by giving my consent that:

- I have been told the name and credentials of my telemedicine provider.
- I have a right to stop using telemedicine at any time, even during my visit. If I choose to stop my visit, I can call the office to schedule an appointment for an in-person visit.
- I understand that using electronic communications poses a risk for exposing my health information.
- I have been able to ask questions about virtual care.
- All of my questions have been answered,
- I understand no guarantees have been made about success or outcome.
- I agree to take part in a virtual session.