

# Permission for Telehealth Visits

## What is telehealth?

Telehealth is a way to visit with your hearing healthcare provider.

You can talk to your provider from any place, including your home. You don't go to a clinic or hospital.

## How do I use telehealth?

- You talk to your provider by phone, computer, or tablet.
- Sometimes, you use video so you and your provider can see each other.

## How does telehealth help me?

- You don't have to go to a clinic or hospital to see your provider.
- You won't risk getting sick from other people.

## Can telehealth be bad for me?

- You and your provider won't be in the same room, so it may feel different than an office visit.
- Your provider may make a mistake because they cannot examine you as closely as at an office visit. (We don't know if mistakes are more common with telehealth visits.)
- Your provider may decide you still need an office visit.
- Technical problems may interrupt or stop your visit before you are done.

## Will my telehealth visit be private?

- We will not record visits with your provider.
- If people are close to you, they may hear something you did not want them to know. You should be in a private place, so other people cannot hear you.
- Your provider will tell you if someone else from their office can hear or see you.
- We use telehealth technology that is designed to protect your privacy.
- If you use the Internet for telehealth, use a network that is private and secure.
- There is a very small chance that someone could use technology to hear or see your telehealth visit.

## What if I want an office visit, not a telehealth visit?

You are welcome to choose a visit type that best suits your needs. If you don't feel a telehealth visit is right for you, please let us know and we can schedule an office visit.

## What if I try telehealth and don't like it?

- You can stop using telehealth any time, even during a telehealth visit.
- You can still get an office visit if you no longer want a telehealth visit.
- If you decide you do not want to use telehealth again:

- call 509-852-7000 or email [betterhearing@betterhearingofwa.com](mailto:betterhearing@betterhearingofwa.com) and say you want to stop.
- It will be as if you never signed this form.

**How much does a telehealth visit cost?**

- What you pay depends on your service plan with our office.
- A telehealth visit will not cost any more than an office visit.
- If your provider decides you need an office visit in addition to your telehealth visit, you may have to pay for both visits.

**Do I have to sign this document?**

No. Only sign this document if you want to use telehealth.

**Do not sign this form until you start your first telehealth visit.** Your provider will discuss it with you.

**What does it mean if I sign this document?**

If you sign this document, you agree that:

- We talked about the information in this document.
- We answered all your questions.
- You want a telehealth visit.

If you sign this document, we will give you a copy.

Your name (please print)

Date

Your signature

Date