

March 6<sup>th</sup>, 2020

Columbia Pediatrics - TeleHealth Disclaimer

To our Families at Columbia Pediatrics:

Below is a disclaimer about TeleHealth visits. Please read the following, and if you have any questions do not hesitate to contact our office.

Telehealth Visits are conducted by video, images, or telephone and are not the same as seeing your provider in person. The physician will not be in the room with you. Your provider will choose the platform they think best for you and your visit. We must share that there are risks to this type of appointment such as technology interruptions, unauthorized access, and technical difficulties. The visit can be discontinued and rescheduled at any time by you or your physician if the connections and video are not adequate or for any other reason you find valid. Your healthcare information may be shared for reasons such as scheduling and billing purposes just as it would in a regular office visit. Other staff members may be present to assist the physician and you will be informed if other people are present in the room with the physician. You have the right to request no one be present or restrict personally sensitive information in these cases. You should understand that there are alternatives to a telehealth visit and that the provider may direct you to urgent or emergency services if deemed necessary. The billing of the telehealth visit will have components from your physician, the telehealth providers, and the facility. We will provide your insurance information for each entity to bill your insurance. If you have a co-insurance or deductible you may have some responsibility for this visit, just as you would for a regular office visit.

- Columbia Pediatrics