

Introduction Script to Patients at the Start of a Televisit

Hello,

This is [*provider's name, or staff member name plus office identification*]. I am calling to begin your telehealth visit for today. Do you give your consent to be treated over the phone by [*provider's name*] today? Please be aware that any copay that would be charged by your insurance for a regular face-to-face visit will also be charged for a televisit.

Patient answers:

Yes – proceed

No – offer other options for care (office appointment, ER visit)

Additional consent for a Healow visit with video: During this visit, you may be asked to point your phone camera at parts of your body to provide the necessary information to treat you. Photographs may be taken during the visit and entered into your chart. Do you give your consent for this?

The provider or staff member should document in the progress note what consent has been provided by the patient.

Example: Mrs. Jones gave her consent to accept medical treatment over the phone today. She also consented to include a video component to this visit, including the addition of still photographs documenting physical exam findings to her chart.