



# COUNTY OF YOLO

## Health and Human Services Agency

137 N. Cottonwood Street • Woodland, CA 95695  
(530) 666-8940 • [www.yolocounty.org](http://www.yolocounty.org)

### Telehealth Consent

#### **Telehealth Services:**

Telehealth is a way to visit with healthcare providers, such as your doctor or nurse practitioner through the use of electronic equipment (e.g., phone, computer, tablet). Sometimes you go to the clinic so that staff (like a nurse) can meet with you before meeting another provider via telehealth. When this is required, they will help with any telehealth equipment that is used at the clinic. Other times, you can talk to your provider from any place, including your home.

Since telehealth is a healthcare service, it includes processes like diagnosis, consultation, treatment, transfer of medical information, care management and education. Like in-person services, translation services are available for telehealth visits. Telehealth can improve access to services, but there are also risks you should be aware of.

#### **Risks of telehealth:**

- You and your provider won't be in the same room, so it may feel different than an office visit.
- The service may not be as complete because the provider cannot examine you as closely as at an office visit.
- Technical problems may interrupt or stop your visit before you are done.
- Your provider may decide you still need an office visit with them.
- Although you may benefit from telepsychiatry results cannot be guaranteed or assured. As with any form of psychotherapy, despite your efforts and the efforts of your psychiatrist, your condition may not be improved, and in some cases may even get worse.

#### **Privacy/Confidentiality:**

- All laws that protect the confidentiality of medical information during face-to-face visits also apply to telehealth.
- Like face-to-face visits, there are mandatory and permissible exceptions to confidentiality, including (but not limited to) reporting child, elder, and dependent adult abuse, reporting threats of violence toward identifiable victim(s), and where you make your mental or emotional state an issue in a legal proceeding.
- Telehealth by phone or video is not recorded by HHS providers.
- 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.

