

Informed Consent for Telehealth Treatment

Patient Name: _____

Body Forward LLC connects you to our network of healthcare providers through Telehealth services treatment. If you are using the Body Forward LLC service, you have elected to receive treatment by a Body Forward affiliated health care provider via telehealth services. Telehealth is an online, audio/video technology that allows you to exchange information directly with a provider through your personal computer, smartphone or other device. By doing so, you acknowledge that you understand and agree to the following:

Benefits and Risks of Telehealth Treatment

Telehealth treatment refers to providing treatment remotely using telecommunications technologies, such as video conferencing or telephone. One of the benefits of telehealth is that the patient and health care provider can engage in services without being in the same physical location. It can be more convenient and take less time. Telehealth, however, requires technical competence on both our parts to be helpful. Although there are benefits of telehealth, there are some differences between in-person treatment and telehealth, as well as some risks. For example:

- Risks to confidentiality. There is potential for other people to overhear your session if you are not in a private place during the session. The health care provider may take reasonable steps to ensure your privacy by reminding you if it appears you are in an open area, but it is your responsibility to make sure you are in a private place where you will not be interrupted. It is also your responsibility to protect the privacy of our treatment information on your computer, cell phone or other device. This includes protecting yourself from cybercrime access.
- Issues related to technology. There are many ways that technology issues might impact telehealth. For example, technology may stop working during a session, other people might be able to get access to my private conversation, or stored data could be accessed by unauthorized people or companies.
- Efficacy. Most research shows that telehealth is about as effective as in-person treatment. However, some health care providers believe that something is lost by not being in the same room. Your health care provider or you can discontinue the telehealth session if either of you believe that the telehealth connection is inadequate for treatment.

Electronic Communications

Body Forward and its health care providers use Qualiphy, which is an encrypted HIPAA-compliant platform, for its telehealth services. You may have to have certain computer or cell phone systems to use telehealth services. You are solely responsible for any cost to obtain any necessary equipment, accessories or software to take part in telehealth.

For communication between sessions, Body Forward and its health care providers use email, voice communication and text messaging with your permission for administrative purposes and test results unless you have made other arrangements. This means that emails and text messages to Body Forward and its health care providers should be limited to setting and changing appointments, billing matters, and other related issues. You understand and agree that Body Forward and its health care providers cannot guarantee the confidentiality of any information communicated by email, voice message or text. Only information that is maintained within our systems is monitored and protected to the best of our reasonable abilities in this challenging cybercrime environment.

Confidentiality and Technology

The nature of electronic communications technologies is such that Body Forward and its health care providers cannot guarantee that your communications will be kept confidential or that other people may not gain access to our communications. You must take reasonable steps to ensure the security of our communications (for example, having passwords to protect the device you use for telehealth).

If the video session is interrupted due to technical difficulties, the health care provider will call you at the telephone number you have provided unless I have made alternative reconnection plans with Body Forward or its health care providers.

BY SIGNING BELOW, you acknowledge that you understand the risks and benefits of telehealth. I have been given the opportunity to ask questions and my questions have been answered to my satisfaction.

Signature of Patient or Legal Representative

Date

Print Name of Patient or Legal Representative