



Scripting for Verbal Consent to Telehealth Services in Adult Services

In order to keep our patients and their families safe, we are reaching out to advise you that we are now offering services via Telehealth, for example by telephone or videoconferencing. This change is to keep you and your family as safe as possible in line with the Governor's recent measures in response to the Coronavirus pandemic. Before we get started, there are a few details I need to review with you:

1. You are receiving medical treatment via phone or video.
2. You have the same confidentiality rights that you have when attending in-person visits. The same exceptions to this remain, namely if I become aware that anyone is a danger to themselves or others, then I will have to take steps to protect them. Similarly, if there are any suspicions of abuse, I will have to report them. Neither of us will record the visit without permission from the other.
3. Telehealth is effective for behavioral healthcare across different diagnoses and populations. There are some treatments, such as EMDR, that may need to be suspended during telehealth visits.
4. Possible risks of conducting this visit over the phone include receiving insufficient or incomplete information needed to make an appropriate decision, technical issues with one of our phones or the potential for a breach of privacy. I will make every effort to immediately reconnect with you if the call/video is dropped.
5. I may need to refer you for a face-to-face visit based on your signs/symptoms. You should call 911 or go to Netcare or your closest ER if you need emergency services such as if you are experiencing suicidal thoughts or making plans to kill yourself. If there is an incident of violence during the visit, I will need to call 911.
6. In order to protect your privacy, please make sure that you are in a quiet, private space that is free from distractions. We will be reviewing safety at home at the start of each session. We will ask who is in the home at the time and may ask that you use the camera to show the environment. It is important to use a secure internet connection rather than public/free Wi-Fi if available.

Do you have any questions?

Do I have your permission to proceed with this Telehealth visit?