

# Telehealth FAQ

Revised 03-01-2021

## What is Telehealth?

Telehealth is receiving services through a video call, so instead of just talking over the phone, you and your provider will be able to see each other.

## What are the benefits of participating in Telehealth services?

There are many potential benefits to receiving services through video conferencing. Two main benefits are: 1) we can provide necessary mental health services on a more flexible schedule and 2) allows you to communicate more easily with provider than just over the phone.

## What are the risks of participating in telehealth services?

There are potential risks to receiving services this way, including limits to confidentiality. There is a small risk for phone and video conferencing communications to be intercepted or disrupted (e.g., cut off due to lost internet connection). Vail Place will use only secure programs for these meetings, however there is always a small risk that confidentiality of any electronic communication can be broken or compromised. This applies to email, phone, and text messages that you send every day as well. While Vail Place providers will provide services in private spaces and take all precautions to maintain the confidentiality of the phone/video conference/email/text communications with you, Vail Place cannot guarantee that such communications will not be intercepted.

## Will my telehealth services still be confidential? How will you protect my privacy?

Confidentiality still applies for video conferencing services, and Vail Place will not record the session. Vail Place has identified video conferencing tools which are secure, HIPAA-compliant forms of communication. The Vail Place provider will be in a private space and make every effort to avoid or minimize interruptions. This also applies to interpreters.

## What can I do to ensure confidentiality during telehealth services?

It is important to not be in a public place (library, café) and to be in a space that is as quiet and private as possible during the session. It is preferred to use a secure internet connection. You will be responsible for ensuring confidentiality of your equipment and the location at your discretion.

## How will I connect to telehealth services?

By consenting to Telehealth Services, you are consenting to receive email or text communication regarding appointments and you will receive a link to connect to the telehealth call. If you are using email to receive video conferencing appointment links, you should only respond to emails that come from addresses previously identified to you by Vail Place. This will include your staff contact's first initial and last name @vailplace.org – for example, jdoe@vailplace.org. Your Vail Place provider will explain how to access and use the video conferencing tool.

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## What technology or type of device do I need to participate in telehealth?

You will need to use a webcam (laptop with a camera) or smartphone during the video conferencing session.

## How do I consent to telehealth services?

Your Vail Place provider will discuss telehealth services with you and give you the opportunity to consent and participate in telehealth. If you have a legal guardian, we need the permission of your legal guardian for you to participate in video conference sessions.

## What if I don't want to participate in Telehealth?

You can decline to participate in Telehealth services initially, or decline to participate in ongoing Telehealth at any time. You may also decline to participate in any individual telehealth call at any time and request to receive services over the phone or in person as appropriate. Telehealth may also be discontinued if you or your Team identifies safety risks or other barriers to receiving Telehealth services.