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Telemedicine Services Consent Form

Telemedicine services involve the use of secure interactive videoconferencing equipment and devices that enable health care providers to deliver health care services to patients when located at different sites.

1. I understand that the same standard of care applies to a telemedicine visit as applies to an in-person visit.
2. I understand that I will not be physically in the same room as my health care provider. I will be notified of and my consent obtained for anyone other than my healthcare provider present in the room.
3. I understand that there are potential risks to using technology, including service interruptions, interception, and technical difficulties.
 - a. If it is determined that the videoconferencing equipment and/or connection is not adequate, I understand that my health care provider or I may discontinue the telemedicine visit and make other arrangements to continue the visit.
4. I understand that I have the right to refuse to participate or decide to stop participating in a telemedicine visit, and that my refusal will be documented in my medical record. I also understand that my refusal will not affect my right to future care or treatment.
 - a. I may revoke my right at any time by contacting Comprehensive Orthopaedics & Rehabilitation, P.A. at 214-575-2663.
5. I understand that the laws that protect privacy and the confidentiality of health care information apply to telemedicine services.
6. I understand that my health care information may be shared with other individuals for scheduling and billing purposes.
 - a. I understand that my insurance carrier will have access to my medical records for quality review/audit.
 - b. I understand that I will be responsible for any out-of-pocket costs such as copayments or coinsurances that apply to my telemedicine visit.
 - c. I understand that health plan payment policies for telemedicine visits may be different from policies for in-person visits.
7. I understand that this document will become a part of my medical record.

By signing this form, I attest that I (1) have personally read this form (or had it explained to me) and fully understand and agree to its contents; (2) have had my questions answered to my satisfaction, and the risks, benefits, and alternatives to telemedicine visits shared with me in a language I understand; and (3) am located in the state of Texas and will be in Texas during my telemedicine visit(s).

Patient/Parent/Guardian Printed Name

Patient/Parent/Guardian Signature

Witness Signature

Date

TIPS for a SUCCESSFUL Telemedicine Appointment

Telemedicine allows physicians to provide quality medical care for certain conditions to patients at a distance using various technologies. It's safe, convenient, affordable, and becoming more and more popular. So why not? Follow these tips to help your telemedicine visit go as smoothly as possible.

Location

- Find a quiet and private space at your location – close doors and windows to high-traffic areas.
- Remove clutter from the area where you will sit. You want your doctor looking at you, not what's on your desk or wall.
- Make sure the area is well-lit. Keep lighting overhead and/or in front of you, rather than behind you. Close blinds and drapes to prevent glares and shadows.

Technology

- Ensure your device has enough charge (or is plugged in).
- Check your internet signal strength. A connection speed of 384 Kbps is common.
- Adjust the angle of your camera so you fill as much of the screen as possible.
- Know how to use your equipment. Have the phone number for tech support close by – just in case.

Audio

- Mute, turn off, or remove possible noisemakers such as your television, cell phone, alarms, or pets.
- Eliminate echoes.
- Check for air noises like a fan, AC unit, or open window that may affect the microphone.
- Make sure the microphone is not blocked.
- Speak normally – slowly and clearly – in the direction of the camera.

Visual

- Avoid too much movement.
- Don't look at your picture on the screen.

General

- Have your pharmacy name, location, and number handy.
- Explore the telemedicine app/platform to get comfortable with it.
- Don't be nervous or afraid to ask questions!

Frequently Asked Questions About Telemedicine

Q: How do I schedule an appointment for a telemedicine visit?

A: You call our office to schedule an appointment, just as you would an in-person office visit.

Q: Can I be at home and receive telemedicine services?

A: Yes. Most patients choose to be at home or in a private office, but any location that has adequate technology, internet service, privacy, lighting, and a low noise level is fine. If you are on Medicare, there are special requirements for you; please talk to practice staff about your location.

Q: What equipment do I need?

A: At the very least, you need a mobile device or computer that has a camera and microphone. You also need an internet connection that allows you to stream video.

Q: Can I use a Wi-Fi connection?

A: Yes, as long your connection is strong enough. It is recommended that you have an internet speed of at least 15Mbps for upload and 5Mbps for download. Don't know your internet speed? In your browser, type 'internet speed test' and test your internet speed for free.

Q: Can my problem be treated?

A: Your doctor can diagnose many illnesses during a telemedicine visit, such as [list common diagnoses for your specialty (e.g. rashes, sinus infections, and acne)]. You can receive mental health counseling, Substance abuse counseling, post-operative check-ins, lab result reviews, contraceptive counseling, prescription refills, and more.

Q: How can my doctor diagnose me without an exam?

A: Physicians think about a lot of information to make a diagnosis, like the signs and symptoms you've experienced, your medical history, and so on. So, how you feel may be just as important as a visual exam.

Q: Whom will I see – my doctor or someone I don't know?

A: If you are an existing patient of this practice, most likely you will see your own doctor. But your doctor may not be available all the time. When scheduling your telemedicine appointment, be sure to tell staff if this is important to you so they can schedule your appointment accordingly.

Q: How long will the visit take?

A: Just as long as if you were being seen in the office – less the wait and travel time.

Q: Can my doctor prescribe a medication during this visit?

A: In most cases, yes. If your doctor decides you need a medication, he or she can send the prescription electronically directly to the pharmacy you choose.

Q: Will insurance cover this service?

A: Most insurance companies recognize and cover telemedicine services, but payment varies. Before you schedule an appointment, call the number on the back of your insurance card to find out if your specific policy covers telemedicine service.



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NOTICE CONCERNING COMPLAINTS

Complaints about physicians, as well as other licensees and registrants of the Texas Medical Board, including physician assistants, acupuncturists, and surgical assistants may be reported for investigation at the following address:

**Texas Medical Board
Attention: Investigations
333 Guadalupe, Tower 3, Suite 610
P.O. Box 2018, MC-263
Austin, Texas 78768-2018**

Assistance in filing a complaint is available by calling the following telephone number:

1-800-201-9353

**For more information, please visit our website at
www.tmb.state.tx.us.**