

Dear Patient - Before your telemedicine appointment, please read the information below so that you can decide whether you wish to consent to this method of treatment.

**TELEMEDICINE INFORMED CONSENT:**

(1) You may withhold or withdraw consent at any time without affecting your right to future care or treatment.

(2) The laws that protect the confidentiality of your medical information also apply to telemedicine. The information disclosed by you during the course of your treatment is generally confidential. Exceptions to confidentiality laws include the requirements to protect you or the public from serious harm; report abuse or neglect of children, the elderly, or people with disabilities; and respond to an order from a court.

(3) Harvard University contracts with Zoom as its remote service platform vendor. HUHS uses the HIPAA compliant version of Zoom for telemedicine services. Zoom encrypts all audio, video, and screen sharing data as a means of protecting your personally identifiable information. All recording capabilities have been turned off. Even with these privacy and security measures in place, however, there are risks associated with telemedicine. These may include, but are not limited to, the potential for misunderstandings between you and your health provider, or the possibility that transmission of your medical information could be disrupted or distorted by technical failures or interrupted by unauthorized persons.

(4) Your provider will inform you of their location at the time of your appointment and you agree to provide your location as well. In the event of an emergency, you should call 911 or seek local emergency services. In a non-emergent situation, if you or your provider believes you would be better served by in-person service, we will work with you to make other arrangements for care.

(5) All medical reports resulting from the telemedicine visit are part of your medical record. All existing laws regarding access to your medical information and copies of your medical records apply.

(6) You agree not to record your telemedicine visit. You agree to conduct the appointment in a setting that allows you to hear and to be heard and seen clearly by your health care provider.