

UCF Health Consent Information and Terms:

This Consent for Telehealth contains important information about delivering clinical services using audio and video through the phone or the Internet. Please listen carefully and contact your provider with any questions.

Benefits and Risks of Telehealth

Telehealth refers to providing services remotely using telecommunications technologies, such as video conferencing or telephone. This enables the patient and clinician to engage in services while in separate physical locations. There are important differences between in-person sessions and telehealth, and some risks.

Risks to Confidentiality

Because telehealth sessions take place outside of the provider's office, there is potential for other people to overhear or view sessions. UCF Health will take reasonable steps to ensure your privacy, and you are responsible to find a private place for the session where you will not be interrupted and have your desired level of privacy.

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 our private conversation, or stored data could be accessed by unauthorized people or companies.

Limitations on Care

Your UCF Health provider will not be able to conduct a direct physical exam through telehealth which may limit the provider's ability to diagnose and treat some types of conditions.

Information About Telehealth

Video conferencing is an option for conducting remote sessions over the internet where you will be able to speak to and see your provider on a screen. At UCF Health, we primarily use Zoom as a secure video conferencing platform. We will provide you with detailed instructions regarding how to log-in securely. Zoom as used by UCF Health is HIPAA compliant. If you are unable to use Zoom, we will work with you to try to arrange an alternative method for telehealth.

Please sign on to the platform at least five minutes prior to your session time to ensure you and your provider are able to start promptly. If you need to reschedule your session, please contact your provider in advance at the number provided above.

You will need a device with a webcam and microphone for these video sessions, and it is your responsibility to obtain the necessary technology. We strongly suggest that you engage in video conferencing sessions through a computer or device that you know is secure (for example, has a firewall, anti-virus software installed, is password protected, not accessing the internet through a public wireless network).

Use of videoconferencing and telehealth is completely voluntary. Patients are prohibited from recording these sessions. The UCF Health Notice of Privacy Practices provided to you also applies to telehealth sessions.

You understand that UCF Health or you may terminate telehealth services if it is determined to be an inappropriate mode of providing care for you.

Any internet-based communication is not 100% guaranteed to be secure/confidential. Technical problems could occur. If the video session is disrupted, both the you and your UCF Health provider will attempt to rejoin the session within ten minutes. If reconnection cannot be established, the session may be rescheduled.

In a crisis or emergency situation that needs immediate attention, or if you are considering seriously harming yourself or someone else, you should dial 911, or go to a hospital/ER.

Patient Consent to Telehealth

By giving your verbal consent, you the patient agree that you have been informed of and understand the risks involved with using the videoconferencing and other telehealth technology. By giving your verbal consent, you agree to the terms listed above and thereby voluntarily consent to the use of video or other telehealth sessions with your provider with full understanding of the risks listed above and agree that UCF Health will not be held liable for any of the limitations of telehealth visits described above.

This Consent will last for the duration of your relationship with UCF Health unless you withdraw your consent for video sessions; You can withdraw your consent for a video therapy session in writing at any time, and UCF Health will work with you to find a suitable alternative.