NCHC Telehealth/Telemedicine Visit Notice

What is telehealth?

- Telehealth lets you meet with your NCHC health care provider when you are in different places. You may use video on a phone, tablet, or computer, or have an audio-only telephone visit.
- Your provider will identify themselves and their role if you do not already know them.

Why might I choose a telehealth visit?

- It may save travel time and cost and make it easier to get care from a place that works for you.
- It may reduce exposure to illnesses in waiting rooms. You and your provider can decide whether it is a good way to address your needs.

What are the limits of telehealth?

- Your provider cannot examine you in all the ways possible during an office visit. You may need an in-person exam, testing, or follow-up even after a telehealth visit.
- A video or telephone connection can fail. If that happens, your provider will discuss whether to continue by phone, reconnect, or reschedule, based on what is safe for your care.

Can I choose an office visit instead?

- Yes. When clinically appropriate, you may choose an in-person, video, or audio-only telephone visit. NCHC may recommend a particular type of visit based on your health needs.
- You do not have to use audio-only telephone if you do not want to. You can request an in-person or video visit now or at a later date. Contact the office if you want to change the type of visit.

Will other people be part of my visit?

- Your provider will tell you if anyone else at the provider's location will participate, observe, or listen and will ask your permission.
- Choose a private place if you can. Other people near you may hear or see your visit unless you make arrangements for privacy.

How is my information protected?

- NCHC uses secure video connections that comply with HIPAA privacy and security requirements. Our privacy practices also apply to telehealth visits.
- If you use the internet, choose a private connection when possible. Public spaces, shared devices, and people near you can affect your privacy.

Can my visit be recorded?

- Vermont law allows a video or telephone consultation to be recorded only if both you and your provider consent. Please ask your provider before making your own recording.

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What if my provider uses an AI scribe?

- Some NCHC providers use an ambient AI scribe that listens to a visit and prepares a draft note from the conversation. Your provider will tell you before using it. The scribe service processes information from the visit to make the draft.
- You can ask questions, decline its use, or ask that it be turned off at any time. Your care will continue, and your provider can write the note another way. Agreeing to telehealth does not by itself mean you agree to an AI scribe or a recording.
- If a particular tool creates an audio or video recording, even if it is later deleted, your provider will explain this and obtain your consent before recording begins.
- Your provider checks and corrects any draft, signs the final note, and makes all decisions about your care.

Do I have to agree to telehealth?

- No. Before providing telemedicine or audio-only care, your provider will explain the visit and ask for your oral or written informed consent. Your response will be documented in your medical record.
- For a series of visits for the same course of care, we generally ask for telehealth consent at the first visit. You may change your mind and discuss another way to receive care. If you stop during a visit, you may still owe for services already provided.
- If you give oral consent for an audio-only telephone visit, we will offer you a written copy of that consent.

How much will it cost?

- What you pay depends on the service and your insurance plan. NCHC generally bills your insurance unless you arrange self-pay before the visit. If you also need an in-person visit, each service may be billed.
- Before an audio-only telephone visit, we will tell you whether we will bill your insurance. Not every plan covers every audio-only service. Ask the office about coverage, estimated costs, or self-pay options.

Who can answer my questions?

- Ask your provider about the type of visit, privacy, recordings, or AI scribe use. Contact your NCHC office with scheduling or billing questions. You may request a copy of this notice.