

# Telehealth Assistance Program

## General Telehealth Auditing Tip Sheet

- Use an allowed video platform by the federal government (currently FaceTime/Skype, or other HIPAA-compliant system) and your institution (which may have stricter guidelines)
- State your name and show your ID if on video
- Have the patient confirm their identify (generally show ID or ask date of birth)
- Ask if anyone else will be present during the telehealth visit and confirm their names and relationships
- Get verbal consent for the telehealth (video or phone) visit [See below for key points]. Written consent is recommended but not required in the state of California at this time.
- Conduct visit: Physical exam may be based on what is visible: affect, appearance, movement. Patients can participate by showing the location of pain, what movements cause pain, can shine a flashlight to let you look at their throat etc.
- Make a plan for follow up or next visit, if applicable

### Key Points for Verbal Consent

- This visit will be documented in your medical record, the same as if it were an in-person clinic visit
- No video, audio or photo recordings will be taken (unless the telehealth portal is integrated with your EHR)
- Physical exam will be limited but I may document findings I observe
- As with a clinic visit, you may be billed for the self-pay portion (co-pay, deductible, etc.) of the bill