



Telemedicine Services Agreement

Patient Name: _____ Date of birth: _____
Parent/Guardian: _____ Phone Number: _____

The purpose of this agreement is to provide patients/families with information about South River Pediatrics's Telemedicine Services and to inform you of what you are consenting to during the visit.

- Definitions: "Telemedicine" refers to healthcare that is provided using telecommunications technology rather than in-person. There are certain visits that can be offered via telemedicine, using videoconference technology provided by Doxy.me.
- Voluntary nature: You are not required to receive telemedicine services in order to receive services at South River Pediatrics.
- Similarities to in-person services: Telemedicine services are similar to in-person services in many ways, including confidentiality and scheduling of appointments.
- Differences: Telemedicine services are different from in-person services in some ways. Physical exams are very limited due to the nature of the visit using telecommunications. Assistance may be required by the parent/guardian to assess certain physical assets.
- Technology: South River Pediatrics telemedicine services are provided by means of videoconferencing technology that allows secure communication between the clinician and your computer or mobile device. At the time of each appointment, the provider will begin an online meeting once the patient has signed-in using the website provided at the time the appointment is scheduled.
- Benefits: Benefits of telemedicine services include access to certain services of South River Pediatrics when transportation, distance, symptoms, or other barriers make in-person appointments difficult or impractical.
- Risks: Risks of telemedicine services include potential security breaches (for example, due malware or software flaws), privacy limitations at your location, distractions at your location, and service interruption due to equipment or technology failure. In case of service interruption, you and your provider should contact each other promptly by telephone to communicate.
- Patient/family responsibility: Your responsibilities include ensuring for each appointment that: 1) you are located in the state of Maryland at the time of your appointment; 2) you have a private, comfortable, consistent, distraction-free location; 3) you have a secure, working computer or mobile device with an internet connections and video and audio capabilities; 4) you follow any additional instructions given by South River Pediatrics; 5) you have a working telephone in case videoconference connection is interrupted; 6) you join the meeting on time. Your responsibilities also include informing your provider promptly if anyone enters the room at your location, cooperating with important recommendations (for example, care advisement and obtaining in-person care if recommended), and following other South River Pediatrics policies. South River Pediatrics policies regarding lateness/late cancellations/missed appointment do apply for telemedicine appointments.
- Permission to record: Neither the provider or patient/family are permitted to share or make any recording of the telemedicine session, except for making written or typed notes, without the other's written permission.
- Insurance coverage: South River Pediatrics's fees are the same for in-person or telemedicine services. We cannot guarantee your insurance coverage will be the same. We recommend contacting your insurance company before your visit to inquire about coverage.

Your signature below, or verbal agreement to the provider during your visit, indicates that you have read the agreement in its entirety and consent to telemedicine services.

Patient/Guardian Signature: _____ Date: _____