**Telemedicine consent**

**BY CLICKING “I AGREE,”, YOU ACKNOWLEDGE THAT YOU HAVE READ, ACCEPTED, AND AGREED TO BE BOUND BY THIS CONSENT. IF YOU DO NOT AGREE TO THIS CONSENT, DO NOT CREATE AN ACCOUNT OR USE THE SERVICE.**

**IF YOU ARE EXPERIENCING A MEDICAL EMERGENCY OR LIFE-THREATENING SITUATION, CALL “911”**

**Purpose**

**The purpose of his consent form (Consent) is to provide you with information about telehealth and to obtain from you informed consent to the use of telehealth in the delivery of healthcare services to you by physicians, physician assistants or nurse practitioners ( Providers ) using the online platform ( Platform) owned and managed by VacayMD. In this consent, the terms ‘you’ and ‘yours’ refer to the person using the services.**

The Nature of a Telehealth Visit:

Telehealth means the delivery of services from a provider of healthcare (“Provider”)to a patient at a different location through the use of information and audio-visual communication technology, both synchronous and asynchronous. Telehealth requires transmission, via Internet or telecommunication device, of health information, which may include:

• interviews, questionnaires, assessments or other documentation of your consultation;

• personal health information and data transmitted electronically;

• Videos, pictures, text messages, audio and any digital form of data.

In addition to Providers, other members of VacayMD may require access to your protected health information to ensure quality of care. Telemedicine has several benefits like –

1. Accessibility - Telemedicine eliminates geographical barriers and improves healthcare access for individuals without the need to be physically present with a healthcare provider.
2. Convenience and Time Efficiency: With telemedicine, patients can connect with healthcare providers from the comfort of their homes, eliminating the need for in-person visits. This reduces waiting times, allows for flexible scheduling, and minimizes disruptions to work or daily routines.
3. Cost Savings: Telemedicine can be cost-effective for patients as it eliminates expenses associated with transportation, parking, and waiting rooms. Moreover, virtual consultations are generally less expensive than in-person visits, making healthcare more affordable for many individuals.

Risks of Telemedicine:

1. Technical Challenges: Telemedicine relies on stable internet connections and technological infrastructure. Technical glitches or connectivity issues can disrupt consultations and hinder the delivery of healthcare services, potentially compromising patient care.
2. Lack of Physical Examination: Remote consultations do not allow healthcare providers to physically assess certain symptoms or perform hands-on examinations. This limitation may lead to incomplete diagnoses or delays in identifying certain conditions.
3. Data Security and Privacy Concerns: The exchange of medical information and personal data during telemedicine consultations raises concerns about privacy and data security.
4. Diagnostic Challenges: Some medical conditions may require complex diagnostic procedures or tests that cannot be conducted remotely. In such cases, telemedicine consultations may not provide the full range of diagnostic options available during in-person visits, potentially impacting the accuracy of diagnoses.

The laws that protect the privacy and confidentiality of healthcare information, including but not limited to the Health Insurance Portability and Accountability Act (“HIPAA”), also apply to telehealth. Just as with in-person consultation, information obtained during telehealth that identifies you may not be given to anyone without your consent, except for the purposes of treatment, education, billing and healthcare operations. VacayMD will use a HIPAA Compliant platform to consult with you.

By agreeing to use these telehealth services, you are consenting to the sharing of your protected health information with VacayMD and its Providers for diagnosis, therapy, follow-up, education and/or quality assurance. You also understand, agree, and expressly consent to VacayMD obtaining, using, storing, and disseminating to necessary third parties, information about you as necessary to provide the telehealth services. You also understand and agree that VacayMD and its Providers will not be able to perform hands-on treatment, and a telehealth visit may not substitute for all your healthcare needs.

As with any transmission via Internet or telecommunication device, you understand that there is a risk of security breach. VacayMD’s electronic systems will incorporate network and software security protocols to help protect the confidentiality of information and data and will include measures to safeguard it to ensure its integrity against intentional or unintentional corruption or theft. By agreeing to use these telehealth services, you accept these risks, and understand, agree, and expressly consent to individuals other than VacayMD and its Providers to access to your information for the telehealth session to secure your data. These persons will adhere to applicable privacy and security policies.

Telehealth sessions may not always be possible. Disruptions of signals or problems with the Internet’s infrastructure may cause broadcast and reception problems (e.g., poor picture or sound quality, dropped connections, audio interference) that prevent effective interaction between you and your Provider. By agreeing to use these telehealth services, you hereby release and hold harmless VacayMD, its Providers, members, managers, employees, contractors, successors and assigns from any loss of data or information due to technical failures associated with the telehealth service.

You may withdraw consent to telehealth visits at any time.By accepting this Consent to Telehealth, you acknowledge your understanding and agreement to the following:

* I have read this special Consent to Telehealth carefully and understand the risks and benefits of the use of telemedicine in the medical care and treatment provided to me through VacayMD’s platform by its Providers.
* I give my informed consent to the use of telemedicine by Providers affiliated with VacayMD.
* I understand that the delivery of healthcare services via telemedicine is an evolving field and that the use of telemedicine in my medical care and treatment may include uses of technology not specifically described in this consent.
* I understand that while the use of telemedicine may provide potential benefits to me, as with any medical care service no such benefits or specific results can be guaranteed. My condition may not be cured or improved, and in some cases, may get worse.
* I understand that a Provider may determine in his or her sole discretion that my condition is not suitable for treatment using telemedicine, and that I may need to seek medical care and treatment in-person or from an alternative source.
* I understand that the same confidentiality and privacy protections that apply to my other health care services also apply to these telemedicine services.
* I understand that I have access to all my health and wellness information pertaining to the telemedicine services in accordance with applicable laws and regulations.
* I understand that I can withhold or withdraw this consent at any time by emailing VacayMD with such instructions.