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Telemedicine Information and Consent Form - 2025

What visits are eligible for a telemedicine visit?

- **Skin conditions** such as rashes, warts, acne
- **Seasonal allergies:** Concern for seasonal allergies (when not acutely sick)
- **Behavior and mental health consults** for anxiety, depression, autism support, sleep issues or behavioral concerns.
- **ADHD Medication consultation:** Initial or follow-up ADHD visit where medication can be refilled (with provider approval)
- **Infant and developmental follow-ups:** including feeding concerns, sleep questions, and review of developmental milestones
- **Lactation** consultations (with provider approval)
- **Constipation:** Discussion of symptoms and plan for prevention or treatment for those without current stomach pain or other symptoms
- **Lab results:** Review and discussion of lab results
- **Chronic illnesses plan:** Example: review plan going into winter months to prevent asthma attacks (when not acutely sick)
- **Prescription refills** for certain medications
- **Exposure to illness:** visit to discuss plan after exposure (when patient is not yet sick)
- ****International Travel consultation:**** For those who may need travel vaccines and prescription medication. Scheduled with an MD, at least 4 weeks prior to travel.
- ****Travel tips visit:**** without need for any travel vaccinations or prescription medication: These are scheduled any time prior to a trip and discussion can include illness prevention, helpful OTC medications to pack, time change and sleep change tips.

If during the telemedicine visit the provider determines that an in-office visit is more appropriate (examples: skin condition can't be seen well or an in-office test is needed), the provider may recommend an additional in-office visit.

What types of visits are NOT eligible for a telemedicine visit?

- Pink eye (it often coincides with ear infection and an in-office visit is preferred)
- Earache
- Strep throat
- Influenza, COVID, RSV, or other viral respiratory illnesses
- Breathing difficulty (such as wheezing or shortness of breath)
- Respiratory illnesses such as pneumonia or bronchitis or asthma exacerbations
- Abdominal pain
- Headache
- Urinary tract infection

What will I pay for a telemedicine visit?

The cost should be the same as an in-office visit and the payment is made over the phone prior to the telemedicine visit. Our regular financial policies will apply regarding payments.

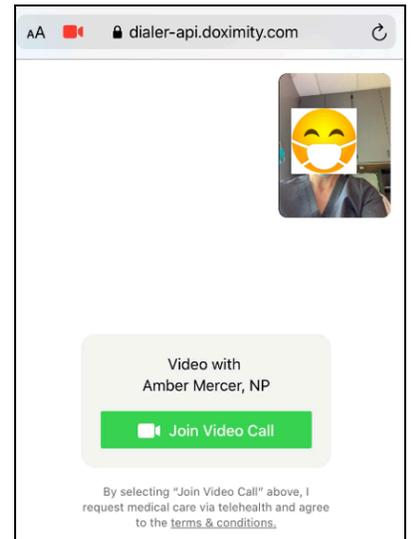
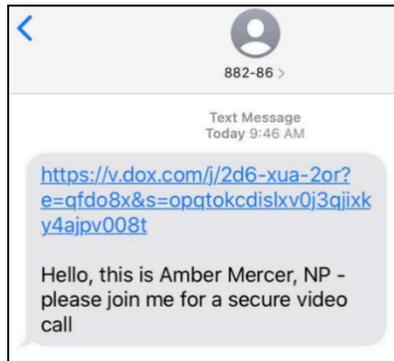
****Exceptions are for our Travel Consultations and Travel Tips Visits.****

A Travel Consultation is a flat \$65 fee for each child as insurance does not cover these visits. During a Travel Tips Visit, if a diagnosable condition is found (rash, allergies, cold, etc) the visit can be billed to insurance. However, if the discussion is preventative guidance solely, insurance will not cover the visit, and the \$65 out-of-pocket charge will apply.

How does it work?

First you will need to give consent (see next page). Then, at your appointment time, you will receive a text with a link stating that your provider has started the telemedicine call.

You then click the link, and if prompted, click the additional links to enable your video and microphone. Finally, you will be connected to a screen where you click “Join video call.” After clicking this, you will be able to see your provider and he/she can start the visit.



What type of consent is needed for a telemedicine visit?

Your consent is given when you reply to this email. By replying to the email, you agree to the following policy and consent to treatment via the telemedicine platform. Please respond to this email confirming the date/time.

By replying to this email, you agree to the following:

- Pay the copay or deductible before your visit by credit or debit card
- Login at the assigned time, with your child nearby, and wait for the provider to appear on the site.
- Please note that if the visit goes toward patient responsibility (deductible/coinsurance), our regular financial policies will apply regarding payments.
- Patients not already logged in when the provider becomes available will have their visits cancelled and will be charged the \$25 cancellation fee.
- You understand that telemedicine has limits and cannot always replace an in-office visit, but you are willing to accept all risks associated with these limits.
- If the provider believes your child needs to be seen in the office, you agree to all office visit associated fees (including another co-pay or coinsurance).

What should I do before my telemedicine visit?

- Go to a well-lit room and close the door to minimize external noise
- Make sure your device is plugged in and has enough charge
- Check your internet speed. Make sure you have at **least 15Mbps for upload and 5Mbps for download. If you don't know your internet speed, you can google 'internet speed test' which will allow you to test your internet speed for free.**
- Have a flashlight handy so that we can look at your child's mouth and throat

For Lactation Consult visits, please obtain an accurate weight of your infant with his/her diaper on. You do not need to check temperature or other vital signs.

For all other visits, please obtain the following information about your child as able:

- weight
- temperature
- heart rate (count heart rate for 60 seconds)
- the names of medicines your child has been taking
- a list of your child's symptoms including how long each has been present and if the symptoms are getting better or worse
- information about your child's energy level and how he/she is eating, drinking, and sleeping
- **For skin concerns:** please take clear, well-lit photos of the affected area and email them before the visit. This helps ensure accurate assessment in case video quality is limited.

Please write down any questions so that we make sure to address all your concerns.