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Telemedicine, Telehealth, Telephone, Video, and Virtual Visits Policy (7/2024)

If a patient visit is conducted by Telemedicine of any type, we need you to understand that:

- The providers at Atlantic Pediatrics are leaders in virtual and telemedicine visits. These types of visits are most appropriate when geared toward problems that do not require a hands-on physical exam.
- You are consenting to the discussion of your confidential and protected health information (PHI) and to treatment by interactive audio, video, or data communications, so called ‘telemedicine,’ which includes the exchange of information both orally and visually, as if we were having a discussion in our office or other treatment site.
- You have the right to withhold or withdraw consent at any time without affecting your right to future care or treatment or risking the loss or withdrawal of any program benefits to which you may be otherwise entitled.
- The information disclosed by you during your treatment is generally confidential under law, unless such disclosures are mandated or permitted under law, such as for, among other reasons, reporting child, elder, or dependent adult abuse; or if there are expressed threats of violence towards an ascertainable victim.
- If you participate in telemedicine, you agree to do so from a private area.
- There are risks and consequences from telemedicine, including, but not limited to, the possibility, despite reasonable efforts, that the transmission of your medical information could be disrupted or distorted by technical failures, or interrupted or intercepted by unauthorized persons during transmission and/or electronic storage of your medical information.
- Telemedicine based services and care may not be as complete as face-to face services. And you may be better served by another form of treatment services (e.g. face-to face services) which can be discussed if indicated.
- You understand that there are potential risks and benefits associated with any forms of treatment, and that despite our best efforts, your condition may not improve, and in some cases may even get worse.
- Your health insurance plan will be billed for telemedicine services you receive. **If required, you will be responsible for any co-payments or deductibles.**
- **Your utilization of telemedicine services from us constitutes your agreement to the terms as set above.**

EMAIL (Not)

Sorry, but it is both impossible and inappropriate for us to answer medical questions sent by email or through our portal. Quite simply, the level of concern in a parent’s voice cannot be expressed in an email. We, therefore, do not feel that email is safe, secure, or effective for pediatrician-parent communication. Please call us instead at [\(401\) 943-7337](tel:4019437337).