

## Telehealth and Texting Services

### **Telehealth Services**

With the advancement of technology services by video or phone, we do offer this service. There are benefits and risks of participating in telehealth. Benefits include easier access to care and the convenience of meeting from a location of your choosing in Washington state. Potential risks can include interruptions due to technology, weather, power outages. The telehealth platform LIBC uses meets all the current requirements for HIPPA compliance and confidentiality; however, telehealth does have the risk of someone inadvertently overhearing part of the session or other confidentiality breaches. Prior to any telehealth session, your provider will evaluate together the appropriateness of continuing telehealth. If you choose to do telephone sessions, Washington law requires an in-person meeting (either video or in office) once every six months.

**Telehealth** is the technology service we will use to conduct telehealth videoconferencing appointments. It is simple to use and there are no passwords required to log in. To maintain your confidentiality, DO NOT share your telehealth appointment link with anyone unauthorized to attend the session.

**Texting** includes any text form electronic communication (e.g., phone text, email, MyChart messages). Texting is a convenient way to confirm appointments, discuss changes in scheduling, and to reach out to your provider. Text form messages are responded to during your providers regular business hours. Texting IS NOT appropriate for talking about anything of a personal nature or to report symptoms as it is NOT confidential. Your provider reserves the right to block texting capability if they feel that it is in your best interest due to confidentiality issues. By sending a text communication to your provider, you imply consent to the limits of confidentiality of this type of communication.