

## Consent to Telemedicine Physical Therapy Examination and Treatment

Navel offers Physical Therapy via a telehealth platform. The benefits to using Navel’s telemedicine services include, but are not limited to, not having to take time to drive to and from appointments, minimizing time off work for appointments, and being able to access services at more convenient times. In-office appointments are always an alternative to telemedicine appointments. Navel provides telemedicine services at the same standard of care as an in-office appointment. However, you should know that there may be some limitations to what Navel can do through a telehealth Physical Therapy appointment as compared to an in-office appointment. For example, the examining Physical Therapist will not have the use of other senses, such as touch and smell, or the ability to observe your body/condition in a 3-dimensional view. If the limitations of a telehealth appointment will interfere with Navel’s ability to properly examine or treat you, Navel will disclose this to you so that you may schedule an in-office appointment.

If you are uncomfortable with anything during the telehealth appointment, you can request to stop the consultation at any time. If the examining Physical Therapist instructs you on any exercises, activities, or other physical procedures during the telemedicine session, you are responsible for determining whether or not you can safely perform it without the risk of injuring yourself. If you do not feel safe, you must tell the examining Physical Therapist. If the exercise, activity, or other physical procedure requires the assistance of a family member or caregiver (collectively “Caregivers”), you are accepting the risk of the actions of your Caregivers. Navel is not responsible if you fall or get injured by the actions, errors, or omissions of your Caregiver.

Navel may only provide services to patients who reside in the states in which the examining Physical Therapist is licensed to practice Physical Therapy. Therefore, you must schedule your telehealth appointment with an office that is in the state in which you reside. By scheduling a telehealth appointment with Navel at a particular office, you are attesting that you are a resident of that state. The same state and federal laws that protect your privacy and the confidentiality of your medical records apply to Navel’s telehealth appointments if the appointment is for health care services. You acknowledge by signing below that you have been given an opportunity to review Navel’s Notice of Privacy Practices, and had all your questions answered.

Navel’s Physical Therapy telehealth appointments are provided through Google Video, a secure platform that has been made HIPAA-compliant. By using this service, you agree to the terms of use and privacy policies of Google Video. If it would be beneficial to record Navel’s telehealth appointments, Navel will explain the reason for the need or desire to record the consultation and obtain your verbal consent in advance. If Navel does record the session, you may request to stop the videotaping at any time. The recording will not be stored as part of your official medical record unless Navel advises you that it plans to store and maintain it. If Navel does, it will be stored and maintained with the same privacy and security protections required by applicable state and federal laws that apply to your written medical records. There are potential risks with the use of telemedicine technology, including but not limited to: (1) interruption of the audio/video link, (2) disconnection of the audio/video link, (3) video that may not be clear enough to meet the needs of the consultation, and (4) potential of unauthorized access to the live or stored consultation. If any of these occur, the consultation may need to be stopped and/or rescheduled. Also, Navel is not responsible for these nor other technology problems of which it is not in control.

You are expected to log-in per Navel’s instructions at your scheduled time. If you log-in late, it will take time away from your scheduled appointment because Navel still has to end your appointment on time. Navel does not provide refunds for any lost time during a scheduled appointment because you failed to log in at the scheduled time. If you need to cancel or reschedule an appointment, you must give at least 72 hours-notice. If you cancel with less notice than 3 business days or no-show the appointment, you will be responsible for paying the full amount of the appointment cost.

By signing below, you are confirming you have read, understand, and agree to all of the above terms for examination and/or treatment. You are confirming that you understand the limitations and risks associated with telemedicine as described above, and that you consent to the examination and/or treatment through Navel’s telemedicine service.

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Patient Name

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Patient Signature

Date

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Parent/Guardian Signature

Date