PHOTO/TEXT CONSENT FOR TELEHEALTH VISITS

Basic telehealth visit consent script - (adapted from Valley Urgent Care)

- Hi this is [name], is this the family of [patient's first name]?
- May I ask who am speaking with?
- And what's your relationship to the patient?
- Great-- This [Name] Calling from Gardner Packard Children's Health Center for [patient]'s appointment. Before we get started, could you confirm with me your child's full name and date of birth?
- And because we have transitioned to telehealth for the pandemic, do I have your consent to continue this visit over the phone?

Consent to send photos or other information via GPCHC Google Voice account:

1. Share the information below
2. Ask the caller they have any questions
3. Document explicitly in your note that the parent/caretaker has given verbal consent and understands the possible risks of sending information by text/Google voice
4. Send the patient/family a text using the Google Voice number (650-241-8707), so that they can reply to the correct number.

   Information about texting information and photos:

   - Photos and other information you send will only be used for your child's diagnosis and treatment.
   - Only the nurses and physicians taking care of your child will have access to photos and other information you send.
   - Photos and texts will be deleted from our system within 1-2 weeks.
   - The system we are using for sending texts and receiving photos is not 100% secure. There is a possibility that your photos or information might be intercepted or sent to the wrong recipient
   - If you are not comfortable sending photos, we are happy to schedule an in-person visit.
   - If you do feel comfortable, please go ahead and send your photos to the number I sent you by text.

Consent to add photos to medical record – to facilitate referrals or follow up

1. Confirm with family that it is okay to add photos to the EHR, send to the Gardner referral department to forward to a specialist, or send directly to the specialist.
2. Document verbal consent in the visit note

4/20/21