



Telepractice Consent Form

The UNC Greensboro Speech and Hearing Center (SHC) is providing the following information to you, our client/carepartner/parent/guardian, about telepractice and to obtain your consent for participating in telepractice services. Participating in telepractice is optional. You are not required to consent to participate. If you do not consent, you may still participate in in-person services through the SHC when those services are available.

- Telepractice shall only be provided to individuals for whom it is determined that such services are at least as effective as in-person services and/or in-person services are not available at the time.
- The SHC is using a version of Zoom to deliver telepractice that allows for maintaining HIPAA (Health Insurance Portability and Accountability Act) compliance. Recorded sessions will be password protected and stored in the Zoom portal for clinical and teaching purposes.
- Please be aware that no communication medium can guarantee that it is 100% free of security or confidentiality risk. If you consent to telepractice, you shall not hold the SHC responsible if any breaches occur by third parties bypassing security measures that are in place.
- For those who file claims with their insurance companies for clinic services, insurance companies vary according to reimbursement for telepractice. Check with your insurance company for specifics about what is covered and what is not. As a reminder, the SHC is out of network with all third-party payers other than some Medicare Part B plans.
- Because of state licensure law, telepractice can only be provided to you when you are physically in North Carolina or another state in which the provider is licensed. Your consent indicates you understand that the clinician would only know of your physical location based on your disclosure of that information. Your consent also indicates that you will be physically in North Carolina for all telepractice sessions and/or will inform the clinician if you are not in North Carolina prior to your scheduled telepractice session.
- The following are important considerations for you, as the client/carepartner/parent/guardian, to take to increase security and privacy when participating in telepractice:
 - ✓ Connect to the Internet directly rather than through Wifi as that improves signal quality. It is important to connect by a secure and reliable Internet connection.
 - ✓ Technical difficulties are always a possibility. In order to minimize disruptions to the services provided, the clinician will use every effort to troubleshoot if that occurs.
 - ✓ Protect your device screen from eavesdropping, whether accidental or intentional. Using headphones is a good way to protect against eavesdropping. Connect in a private space with the door closed where you will not be interrupted.
 - ✓ After the session, your clinician or the clinical educator hosting the session will end the meeting.