



Additional General Telemedicine, and other, Miscellaneous Information (Form AGT-EHS-20v1)

Telemedicine allows the delivery of healthcare services using electronic means between healthcare providers and patients that are not in the same physical location. Telemedicine may be used to help educate patients, diagnose, treat, and provide means for follow-up visits. EHS uses network and software security protocols to protect our patients' privacy and patient's Protected Health Information (PHI).

Telemedicine is a relatively newer means to deliver healthcare to patients. It comes with both possible benefits and possible risks. Telemedicine does have its limitations and it can only treat certain conditions. It is not a substitute for a PCP, medical sub-specialist care, face-to-face clinician-patient interactions, hospital services, and/or emergency services.

Telemedicine can offer fast, convenient, relatively inexpensive, and simple access to a healthcare provider for treatment of many common illnesses/healthcare needs with or without an appointment from the comfort of where you are.

Telemedicine by its nature fails to provide the medical clinician the ability to place their hands upon the patient for a thorough physical exam. Much is gained from such physical exams. Test, in general, cannot be performed via healthcare provided by a Telemedicine visit. Commonly checked vital signs cannot be performed by the healthcare provider during a Telemedicine visit. These limitations cause an increased risk of failing to establish an accurate definitive diagnosis. This can lead to treatment that fails to appropriately treat the actual condition that the patient has. Delays in proper testing, diagnosis, and treatment exist with Telemedicine. A patient may have a desire to have a certain condition treated via Telemedicine, but due to the nature of the condition it may not be possible to provide treatment for the requested need. Some medications, such as narcotic pain medicine and benzodiazepines, cannot be prescribed from a Telemedicine visit. Some state or federal regulations may prevent/restrict a provider from providing certain care to patients via Telemedicine.

By accepting EHS' Terms of Service, you acknowledge understanding and are agreeing to all contained within these Terms/documents. Agreeing to our Terms is confirmation that you have carefully read and understand the risks and benefits of services provided by EHS. Additionally, you understand that:

1. Just like all other electronic platforms your private information housed by EHS could be at risk of unauthorized access. This statement is true even though EHS uses network and software security protocols to protect its patients' privacy and its patient's Protected Health Information

(PHI). I will not hold EHS responsible for loss of my information/security breach as long as EHS was following industry standard protocols to ensure the safety of my information.

2. That EHS cannot guarantee any results from its treatments. That my medical condition can worsen despite treatment from EHS, and that I may ultimately need to see a healthcare provider outside of the EHS system at my own expense to treat a condition that I originally sought to have treated by EHS.
3. That the rights afforded me via the Health Insurance Portability and Accountability Act (HIPAA) are enforce regardless of how healthcare is provided to me (i.e., face-to-face visit in a physical clinic, Telemedicine visits, etc.).
4. That even though licensed medical healthcare providers work with EHS they exercise their own independent medical judgment/treatment. That healthcare providers that work in conjunction with EHS will share my health information with the rest of EHS.
5. That I understand, and accept, that it is reasonable that all aspects of the technology/processes/policies/operations of EHS are not fully described here, and that I have voluntarily elected to seek treatment via EHS.

That EHS will not share my information with any third parties unless they specifically request to do so, and I explicitly agree for them to do so. If I do consent to have EHS share my information to a third party that third party/parties would have to be named specifically and my consent would apply only to the specific third party/parties that I agreed to have my information shared to.