ADD PRACTICE LOGO HERE

PURPLE TEXT IS FOR PRACTICE SETUP. Replace every purple placeholder, review each purple instruction, and delete setup-only text before exporting the final PDF and uploading it to Allia.

Telehealth Informed Consent

Viewable PDF | Practice-branded template for patient use.

Template notice: This sample is a starting point, not legal advice. The practice should adapt it to its services, payer contracts, state law, licensing requirements, and current federal requirements, and obtain appropriate legal or compliance review before use. Delete this notice from the patient-facing version.

Practice information to complete before upload

Practice name: [PRACTICE NAME]

Practice phone: [PRACTICE PHONE]

Connection-failure number: [BACKUP PHONE]

Clinician license-verification instructions: [LICENSE LOOKUP]

About telehealth

Telehealth is the delivery of psychiatric, psychological, therapeutic, or other health-care services when the clinician and patient are not in the same physical location. Depending on clinical need and applicable law, telehealth may use secure video, audio, and other electronic communication.

When a telehealth appointment is scheduled through Allia, the patient receives a secure link that opens in a supported web browser. No separate app is required unless the practice provides different instructions.

Telehealth will be used only when the clinician determines that it is clinically appropriate and permitted under applicable licensing and other requirements. The clinician will continue to assess whether telehealth remains appropriate over time.

Potential benefits

- Greater access to care.
- Less travel and more convenience.
- Easier access to an appropriate clinician when distance would otherwise be a barrier.
- Greater continuity when in-person care is difficult.

Potential risks and limitations

- Poor audio, video, or internet quality may limit assessment or treatment.
- Equipment or connection failures may delay or interrupt care.
- Electronic security safeguards can fail, creating a risk to confidentiality.
- Telehealth may not provide all information available during an in-person examination.
- An in-person evaluation, emergency evaluation, laboratory test, physical examination, or another service may be needed.
- Privacy may be reduced if other people can see or hear the appointment.

Alternatives

Alternatives may include in-person care, another clinician or facility, rescheduling, or a different communication method when clinically and legally appropriate. Availability may depend on the practice, clinician, service, location, and urgency.

Your rights

- Privacy and confidentiality protections that apply to in-person care also apply to telehealth.
- You may ask questions about telehealth before or during care.
- You may decline or withdraw consent to telehealth at any time.
- Withdrawing consent will not affect the right to future care, although an in-person option or referral may be required.
- The clinician may decline or end telehealth when it is not clinically appropriate, private, safe, or legally permitted.
- You may ask how to verify the clinician's professional license.

Your responsibilities

- Confirm your identity when asked.
- Tell the clinician your current physical location at the start of each appointment.
- Confirm an emergency contact and the address where you can be reached in an emergency.
- Tell the clinician if another person can see or hear the appointment.
- Join from a safe, reasonably private location and never while driving or operating machinery.
- Use a device with functioning audio and, when required, video.
- Take reasonable steps to protect login information and the telehealth link.
- Do not record an appointment unless all required consents have been obtained.
- Tell the clinician promptly if audio or video is incomplete or unclear.

Connection-failure plan

If the connection fails, first try to rejoin using the same Allia telehealth link. If that does not work, call the practice's connection-failure number. The clinician may call the telephone number in the patient record or use another method permitted by law and practice policy.

Emergency plan

Telehealth, portal messages, email, and text are not emergency services. If there is an immediate threat to life or safety, contact emergency services or go to the nearest emergency department. The clinician may contact emergency services or the emergency contact on file when necessary and permitted by law.

Consent

By signing in Allia, I confirm that I have read and understood this consent, had an opportunity to ask questions, and understand the potential benefits, risks, limitations, and alternatives. I voluntarily consent to receive telehealth services.