

## Virtual Visit Technology Policy

**Our Commitment to Your Privacy** Our Care Center is dedicated to maintaining the privacy of your individually identifiable health information (IIHI). In conducting our business, we will create records regarding you and the treatment and services we provide to you. The technology we use to enable virtual visits with your provider does not record your protected health information (PHI) in any way. All documentation of your virtual visit will be completed in the same manner as an in-office visit, using your provider's electronic medical record (EMR) system. The same privacy practices that apply to an in-office visit apply to your virtual visit. Please review our Notice of Privacy Practices for additional detail.

**Virtual Visit Technical Process** The Health Insurance Portability and Accountability Act (HIPAA) provides standards to protect the confidentiality, integrity and availability of protected health information (PHI), including electronic protected health information (ePHI). HIPAA provides guidance for protecting ePHI while giving healthcare providers access to information necessary to provide services. Family Medical Center at Cinco Ranch's virtual visit platform has been designed in such a way that healthcare providers may use our services for video communication in a manner that is consistent with their HIPAA obligations. The virtual visit technology does not store or access the PHI of users. All platform communications are encrypted and delivered via SSL protection.

<https://www.doximity.com/clinicians/privacy>

**Patient Acknowledgement** By participating in TeleHealth, the patient understands they will not physically be in the same room as the health care provider and is responsible for protecting the privacy of the conversation at their location. There are potential risks to using technology, including service interruptions, interception, and technical difficulties. If it is determined that the videoconferencing equipment and/or connection is not adequate, the telemedicine visit may be discontinued, and other arrangements made to continue the visit. The patient has the right to refuse to participate or decide to stop participating in a telemedicine visit. The same standards of care, documentation and billing apply for in person and virtual health visits, and the patient is responsible for any applicable out-of-pocket costs such as copayments or coinsurances, understanding that health plan payment policies for telemedicine visits may be different from policies for in-person visits.