

**University of Louisville
Campus Health Services**

Patient Instructions for Connecting to your Telehealth Visit

You must complete and return the attached telehealth consent form before your scheduled session. If you do not return the completed consent to our office at least 1 hour before your appointment, your telehealth visit may be cancelled.

How to Connect to Your Session

When your session is created in BlueJeans, you will receive an email with a link like the one below. Simply click on the link from your email a few minutes before your scheduled session. BlueJeans will open your browser or you may download the app onto your device. Your provider will join your session at scheduled start time.

<https://Bluejeans.com/xxxxxxxxx>
YOUR UNIQUE CONNECTION NUMBER

If the audio connection is not working, join via phone:

- 1) Dial: 1-888-240-2560
- 2) Enter Conference ID: [xxxxxxxxx](#)
YOUR UNIQUE CONNECTION NUMBER

If both video and audio connections are not working for you, call the clinic at [852-6479](#) to speak to someone and reschedule your appointment.

In advance of your appointment, follow these steps to test your connection on your device with built in camera. The system supports PCs, macs, tablets and smart phones. We will not be able to troubleshoot technical issues the day of your appointment.

1. Test your video connection in advance
 - Note: During this test, please try to use the exact same device from the exact location you are going to be in for your appointment.
2. If you experience any issues, call Campus Health Service 852-6479 for assistance.

Other Suggestions & Reminders:

1. Keep the device you are using plugged into an electrical power outlet the entire time of the call. Video conferencing can use a lot of battery power on all devices, which may result in the call disconnecting.
2. If possible, connect to the internet with a cable. Wi-Fi is perfectly acceptable but can be weak sometimes due to the number of users in the area you are located. Too many users in the same Wi-Fi hotspot could disrupt your appointment.
3. Be aware of your surroundings and the lighting in the room.



TELEMEDICINE INFORMED CONSENT FORM

PATIENT INFORMATION	
Patient Name: _____	
DOB: _____	
Site Where Patient is Seen via Telehealth: _____	
Consulting Provider Name Seeing Patient via Telehealth: _____	Provider Location: Louisville, KY 40202
INTRODUCTION	
<p>You are going to have a clinical encounter using videoconferencing technology. You will be able to see and hear the provider and they will be able to see and hear you, just as if you were in the same room. Since 1994, the technology has connected tens of thousands of patients and providers in Kentucky. The information may be used for diagnosis, treatment, therapy, follow-up and/or education.</p>	
<p>Expected Benefits:</p> <ul style="list-style-type: none">• Improved access to care by enabling a patient to remain within the facility and obtain services from providers at distant sites.• Patient remains closer to home where local healthcare providers can maintain continuity of care.• Reduced need to travel for the patient or other provider.	
<p>The Process:</p> <p>You will be introduced to the provider and anyone else who is in the room with the provider. If you are unsure of what is happening, you may ask questions of the provider, anyone with the provider, or any telemedicine staff in the room with you. If you are not comfortable with seeing a provider on videoconference technology, you may reject the use of the technology and schedule a traditional face-to-face encounter at any time. Safety measures are being used to ensure that this videoconference is secure, and no part of the encounter will be recorded without your written consent.</p>	
<p>Possible Risks:</p> <p>There are potential risks associated with the use of telemedicine which include, but may not be limited to:</p> <ul style="list-style-type: none">• A provider may determine that the telemedicine encounter is not yielding sufficient information to make an appropriate clinical decision, which may require additional in-person visits.• Technology problems may delay medical evaluation and treatment for today's encounter.• In very rare instances, security protocols could fail, causing a breach of privacy of personal medical information. You will be promptly notified if any security issues arise.	
<p>By Signing this Form, I understand the following:</p> <ol style="list-style-type: none">1. I understand that I have the right to withdraw my consent to the use of telemedicine in the course of my care at any time, without affecting my right to future care or treatment.2. I understand that if the provider believes I would be better served by a traditional face-to-face encounter, the provider may, at any time stop the telehealth visit and schedule a face-to-face visit. Therefore, I understand that technology problems may necessitate an in-person visit with the provider.3. I understand that I may expect the anticipated benefits from the use of telemedicine in my care, but that no results can be guaranteed or assured.4. I understand that the laws that protect privacy and confidentiality of medical information also apply to telemedicine.5. I understand that I will be responsible for any copayments or coinsurances that apply to my telemedicine visit.	
<p>Patient Consent to the Use of Telemedicine:</p> <p>I have read and understand the information provided above regarding telemedicine, and all of my questions have been answered to my satisfaction. I hereby give my informed consent for the use of telemedicine in my care. I also consent to photographs of this video encounter being taken and stored in my patient file.</p>	
I hereby authorize _____ to use telemedicine in the course of my diagnosis and treatment. (Agency or Physician Name)	
Signature of Patient (or authorized person) _____ Date/Time _____	
If authorized signer, relationship to patient _____	
Witness _____ Date/Time _____	