



# BALANCED INNOVATIVE CARE, LLC

## TELEHEALTH POLICY

The purpose of this document is to outline policies regarding the use of telehealth by Balanced Innovative Care, LLC to provide mental health services to the patient. This document does not replace other agreements, contracts, or documentation of informed consent.

### WHAT IS TELEHEALTH?

Telehealth allows a clinician and patient who are not in the same physical location to meet using interactive technologies (audio, video or other electronic communications). Balanced Innovative Care, LLC uses secure online video sessions for the evaluation and treatment of psychiatric conditions. This medium is used to provide high quality, evidenced based care while allowing families to join visits from their home, office, or school.

### WHAT DO I NEED FOR TELEHEALTH VISITS WITH BALANCED INNOVATIVE CARE, LLC?

Patients need the following for a telehealth visit:

- Any computer, smartphone or tablet with an internet connection.
- Zoom video conferencing app downloaded and set up ahead of time.
- Private and safe location of your choice.
- For minors or adults with legal guardians, each visit will require access to the patient and at least one caregiver (parent, legal guardian, etc.).
- Patient must be in Ohio or Wisconsin at the time of the visit.
- Patient/legal guardian must provide emergency contact information.

### HOW DOES TELEHEALTH HELP ME?

Telehealth visits provide a multitude of benefits:

- Patients do not have to go to a clinic or hospital to see a provider.
- Telehealth visits allow patients to choose the environment that is most comfortable for them.
- Patients do not have to risk getting sick from other people.
- Telehealth visits can be less intimidating for patients who struggle with social interactions.

- Because there is no need to travel, telehealth visits save time and are more convenient for busy individuals and/or families.
- Telehealth visits allow for increased coordination of care where other providers such as therapists, teachers, or intervention specialists can join the visit easily to provide direct collateral information.

## CAN TELEHEALTH BE BAD FOR ME?

We understand that telehealth is not ideal for everyone. In particular, telehealth may be difficult for:

- patients who are in acute crisis and in need of emergency evaluation.
- patients who do not have consistent internet access.
- patients who are not comfortable with video calls.
- patients who require scripts for controlled substances.

There are risks in transmitting information electronically that include, but are not limited to, breaches of confidentiality, theft of personal information, and disruption of service due to technical difficulties. However, Balanced Innovative Care, LLC uses only HIPAA compliant technologies and services for all documentation and communication that includes patient's protected health information.

If you or the provider determine that telehealth is not a good fit for the patient, we can suggest more appropriate referrals or more intensive services as needed.

## WILL MY TELEHEALTH VISIT BE PRIVATE?

Balanced Innovative Care, LLC uses only HIPAA compliant technologies and services for all documentation and communication that includes patient's protected health information. It is the patient's responsibility to maintain privacy on their end of the communication. Patients are encouraged to take precautions to ensure a private space and secure internet network for their use during their telehealth visits.

## WHAT IF I DON'T LIKE TELEHEALTH OR I WANT AN OFFICE VISIT?

Balanced Innovative Care, LLC is primarily a telehealth practice. We are not able to offer in-person visits at this time. We understand that telehealth is not ideal for everyone. You can stop using telehealth at any time. If you or the provider determine that telehealth is not a good fit for the patient, we can suggest appropriate referrals. If you have any questions or decide you would like to stop using telehealth, please contact your provider at any time via the secure patient portal.

## HOW MUCH DOES TELEHEALTH COST?

A telehealth visit will cost the same amount as an office visit. For more information about our fee schedule, please see here: <https://www.balancedinnovativecare.com/pricing>

## EMERGENCIES

In emergencies or in the event of disruption of service, it may be necessary to communicate by other means, including phone call, email, or message via secure patient portal.

If there is any current concern the patient will harm self or others, please call 911 or go to the nearest emergency room. You may also call the Suicide and Crisis Lifeline by dialing 988 or 1-800-273-TALK which is a confidential hotline staffed by trained mental health counselors, 24 hours a day, 7 days a week.