

March 20, 2020

Rochester RHIO Verbal Consent Procedure for Telehealth During the COVID-19 Pandemic

“The world is currently experiencing a COVID-19 pandemic. As part of the response, a public health emergency has been declared. This declaration includes the expansion of availability of telehealth services for patients. Expanded telehealth may relieve the burden placed on providers due to the increased demand for healthcare while reducing the risk of disease transmission.

To help facilitate and support this approach, NYS DOH is allowing informed, verbal, documented consent for telehealth visits in lieu of the current SHIN-NY written consent requirements per 10 NYCRR Part 300.”

– [New York State Department of Health](#).

IMPORTANT: The procedure MUST be followed exactly. This procedure is only valid during the current public health emergency and will end when lifted. Verbal consent is NOT durable and must be given each visit. This procedure is subject to change.

To RHIO Explore Users with Break-the-Glass Access,

The following procedure shall be adhered to by QEs and their Participants when providing telehealth services without written consent.

1. Search for patients as you would normally. Reason code for search defaults to “Treatment.”
2. For patient searches where patient consent has not been recorded, users should see the patient challenge screen. The screen will say, “You do not have consent to view this patient’s data.”
3. Users should then select “Break the Glass.”
4. After selecting Break the Glass, select the NEW reason code: “Verbal consent accepted during NYS declared Public Health Emergency.”

