Updated: July 14, 2021

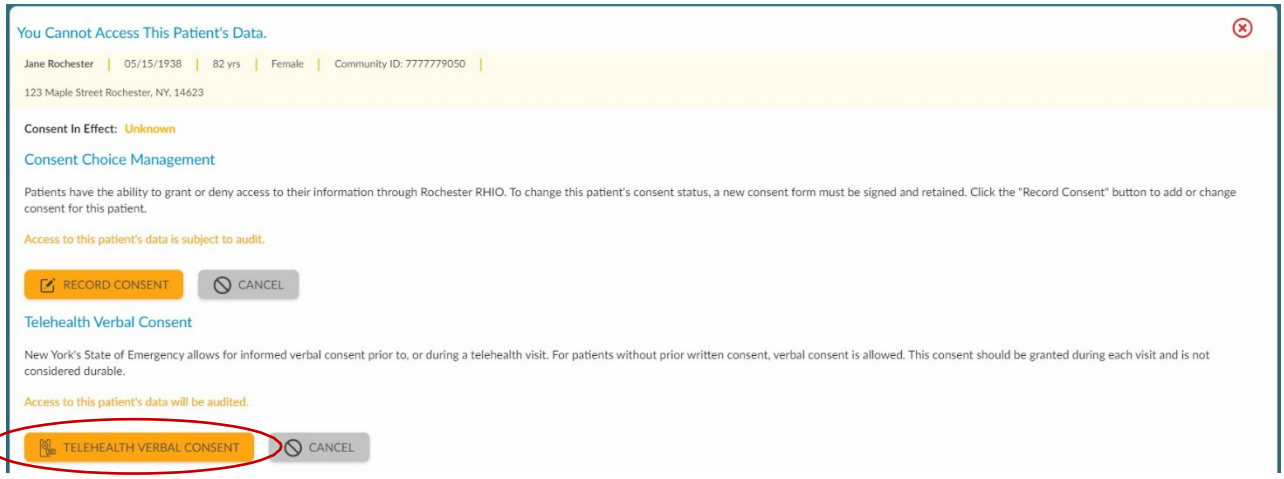
Rochester RHIO Telehealth Verbal Consent Procedure

IMPORTANT: The procedure MUST be followed by authorized users exactly. Of course, providers should be taking proper precautions to validate patient identity. Telehealth consent is NOT durable. The telehealth consent option stays in effect for a 72-hour period. Telehealth consent also excludes specialty protected sensitive health data like SAMHSA. Users looking at patient records in Explore+ will not have access to Part 2/SAMHSA data.

For Explore+ Authorized Users:

Telehealth Verbal Consent Procedure

1. Access Explore+ as normal.
2. Before searching for a patient, click the reason that matches purpose of your search. (Example: Treatment)
3. Then, search for the patient as you normally would.
4. Once patient search is complete, a Patient Card displays. Click on the patient card to record telehealth consent for one-time, 72-hour access.
   Important: DO NOT click on the editing pencil for telehealth verbal consent. The editing pencil is for durable, written consent only.
5. Click "Telehealth Verbal Consent" to record non-durable, verbal consent.



6. Telehealth consent should be documented in the patient's chart and attached to the patient's encounter. This documentation may be requested at a later date during an audit.

This procedure was initially created in response to the COVID-19 Pandemic and was allowed by the New York State Department of Health under the former public health emergency. This procedure has been updated and approved through NY State Policy for continued use after the Executive Order ended.