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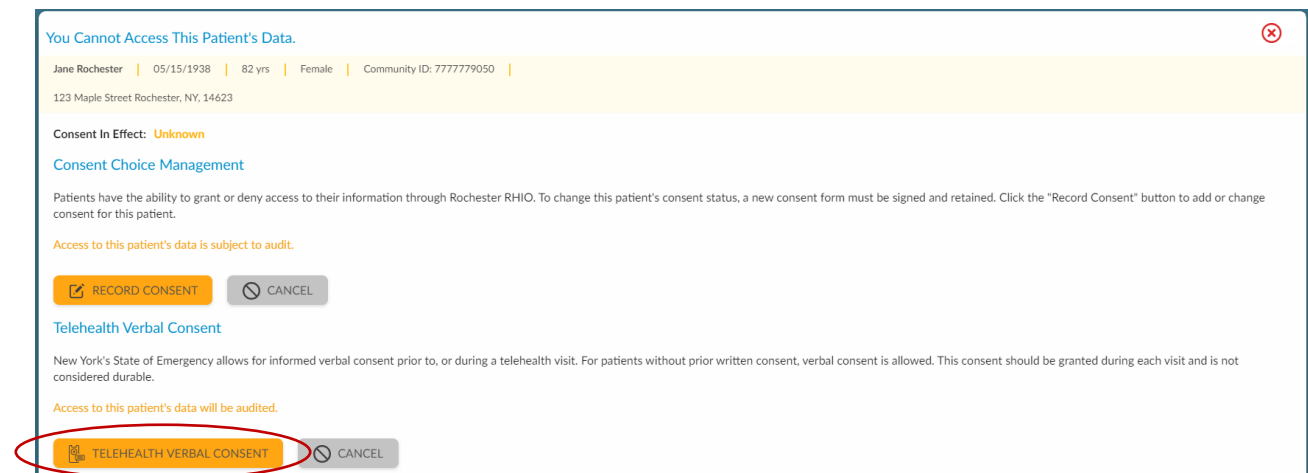
## Rochester RHIO Verbal Consent Procedure for Telehealth During the COVID-19 Pandemic

**IMPORTANT:** The procedure MUST be followed by authorized users exactly. Of course, providers should be taking proper precautions to validate patient identity. Verbal consent is NOT durable and must be obtained each visit. This procedure is subject to change.

### For Explore+ Authorized Users:

#### Telemedicine 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 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. Verbal consent should be documented in the patient's chart and attached to the patient's encounter.

*This procedure was created in response to the COVID-19 Pandemic and is allowed by the New York State Department of Health under the current public health emergency. To read the original announcement by NYS, go to <https://providerportal.grrhio.org/Covid19>.*