

Telehealth Notice of Privacy

Step 1: Go to the Telehealth page on the Lifespan website: <https://www.lifespan.org/telehealth> and scroll to the bottom of the page and select **Lifespan's Notification of Privacy Practices**.

Direct Link to Privacy Practices: <https://www.lifespan.org/lifespan-summary-joint-privacy-practices>

Next Steps for Telephone and Video Visits

Once you are scheduled with your provider, they will send additional instructions as needed.

- Before your scheduled Lifespan Telehealth visit, we require that you read and accept **Lifespan's Notification of Privacy Practices**, and **Lifespan's "Consent to Treat" policy (PDF)**. (Lifespan's Consent to Treat policy is also available in **Portuguese, Spanish, Russian** and **Khmer**.)

Step 2: Scroll to the bottom of the page and select the language of your choice by clicking on the language.

Lifespan Summary of Joint Privacy Practices

Popular Links

Lifespan > Privacy Policy

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please read it carefully.

[Download the Lifespan Privacy Notice](#)

This notice describes the types of medical information or protected health information we gather about you (or your child), with whom that information may be shared and the safeguards we have in place to protect it. You have the right to the confidentiality of your medical and health care information.

If the practices described in this notice meet your expectations, there is nothing you need to do. If you prefer that we do not share your medical information, we may honor your written request in certain circumstances. Please choose a language to download the full Lifespan Privacy Notice:

- English
- Cambodian
- Portuguese
- Russian
- Spanish

Addendum, effective November 2, 2020 (Multiple languages)

Step 3: Also click on the **ADDENDUM** and review that document.

Step 4: Contact our office with any questions.

Step 5: Sign and return the enclosed acknowledgment form confirming that you were informed about the privacy of your medical health information.

New to Telehealth? Tips for First-Time Patients

In advance of your telehealth appointment, you will be assigned a specific platform that your provider will be using for the visit. To ensure a successful telehealth visit with your provider, please review the following guidelines.

Preparing Your Computer/Device:

- Depending on the video platform used, you can use almost any PC, tablet, laptop, or smartphone as long as it has:
 - o A camera
 - o A microphone
 - o Speakers
 - o Internet connection/ Wi-Fi signal
- Familiarize yourself with the video platform in advance of your appointment. Please refer to the instructions packet that you have been provided with. If you have any technical questions, please call our office.

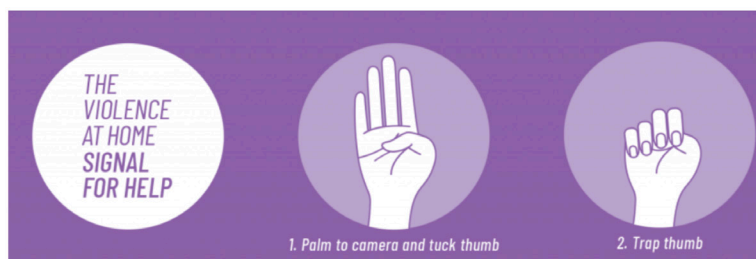
The Day of Your Appointment:

- Write down any questions for your provider prior to your visit.
- Have your medication bottles accessible to review with your provider.
- If you have access to check your blood pressure, weight, temperature, or pulse, please have that information ready for your visit
- Check in to your visit at least five minutes prior to your appointment time.
- In the event your provider does not connect with you exactly at the time of your scheduled appointment, please be patient. Your provider is most likely completing a visit with another patient. Your provider may run as much as 15 minutes late, so please do not log out of the platform if your provider is not immediately available at the time of your appointment.
- If you are participating in a telephone visit, please ensure your phone ring is on and answer the phone if an unidentified number calls around the time of your appointment, as it may be your provider trying to reach you.
- For pediatric patients, a parent or legal guardian must participate in the video visit with the child. Unless otherwise discussed with the primary clinician, the child should not be left unattended during the entirety of the video visit.

Guidelines for Participation:

1. **Safe and Private Location.** Please ensure you have a safe and private location for participation in your video visit. To keep background noise to a minimum, close any doors, shut any windows, and turn off any background noise like televisions. It may be helpful for you to use headphones to help protect privacy and remove distractions.

- If you are identified as attempting to engage in a video or telephone visit while driving, you will be required to either pull over and remain stationary for the entirety of the visit or have the appointment rescheduled. If you are a passenger in a moving vehicle and would like to reschedule your appointment due to privacy concerns, please call the practice directly to reschedule the appointment.
2. **Appropriate Dress.** Although you may be joining us from home, please remember that you are receiving a professional healthcare service, so please dress as you would when visiting a doctor's office.
 3. **Appropriate Seating.** Sitting upright will help you to pay attention during your appointment. Sit a comfortable distance from the camera so your provider can see and hear you clearly. Place your device on a table or desk facing you to stabilize the camera and to prevent the speakers and microphone from being blocked. We do not recommend holding your device during your visit.
 4. **No Alcohol or Substance Use.** The use of any alcohol or drug is not allowed during our telehealth sessions. This is true even for legal and prescribed substances. During telehealth sessions, please refrain from: drinking alcohol, smoking tobacco, smoking marijuana, taking pills, or using any other drug.
 5. **No Recording.** Recording of any portion of the appointment is strictly prohibited.
 6. **For Your Safety.** If you are in danger but cannot tell the provider or speak about it while on the video call, you can use a hand signal to flag that you are in distress and require assistance. This will alert the provider to respond to the situation.



We are here to help! Should you have any questions or need to reschedule your appointment, please contact the practice directly. If you require technical telehealth support prior to your appointment, please call your doctor's office.

Patient Instructions for Downloading and Accessing MyLifespan and Zoom

Overview

On the next few pages, you will find instructions for accessing the **MyLifespan** and **Zoom** platforms to successfully participate in your telehealth video visit. In advance of your telehealth appointment, you will be assigned a specific platform that your provider will be using for the visit. Please review the instructions prior to your appointment to ensure you have the appropriate equipment/technology and have successfully downloaded and set up the platform.

How to Access the MyLifespan Portal

Please note in order to participate in a video visit using the MyLifespan portal, you must:

1. Have an active MyLifespan account.

There are two ways to enroll: request your personal access code from your Lifespan health care provider; or request your personal access code online by answering a few personal questions.

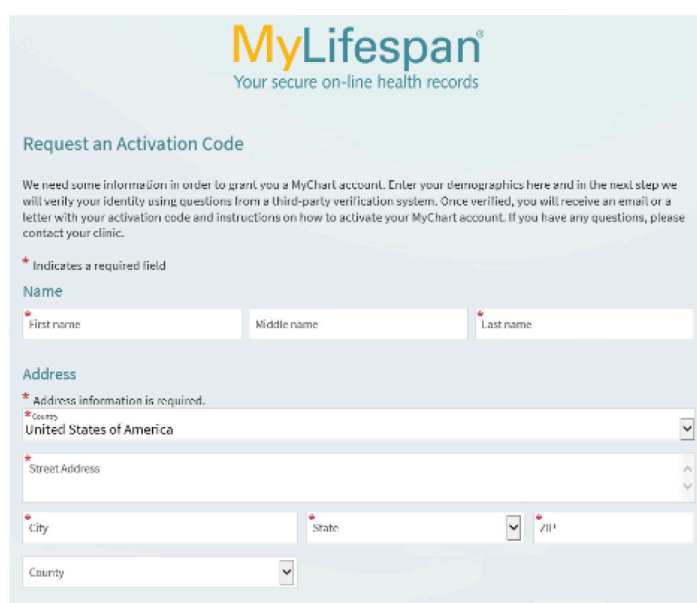
- **If you received your personal access code from a provider, please visit:**

<https://my.lifespan.org/MyChartPRD/accesscheck.asp>

- If you do not have access to the personal access code, please visit:

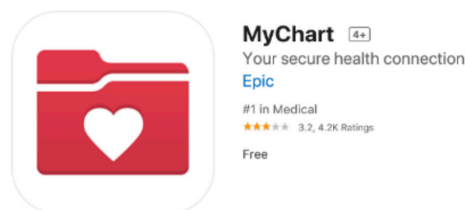
<https://my.lifespan.org/mychartprd/signup>

The website will require you to answer security questions in order to validate and protect your identity.

The screenshot shows the 'Request an Activation Code' page on the MyLifespan portal. At the top is the MyLifespan logo with the tagline 'Your secure on-line health records'. Below the title, a paragraph explains that users need to provide demographic information for a third-party verification system. The form includes several fields: 'Name' with sub-fields for 'First name', 'Middle name', and 'Last name'; 'Address' with a dropdown for 'Country' (set to 'United States of America'), a text field for 'Street Address', a 'City' field, a 'State' dropdown, a 'ZIP' field, and a 'County' dropdown. Red asterisks indicate required fields.

2. You must have an active MyChart mobile application on your smartphone. *This application will not work on a desktop or laptop.*

- You must download the “MyChart” application by searching for it in your Apple Store or Google Play Store.
- *This is a free application for Apple and Android devices. You can quickly, securely, and easily access records, send private messages to physicians and providers, see upcoming and past appointments, get lab results, proxy access and much more.*



Prior to your video visit

1. Up to three days before your visit, you may complete the e-registration and other questionnaires in your patient portal.
2. A member of our clinical support team may contact you prior to your appointment time to review and collect important information.

On the day of your video visit

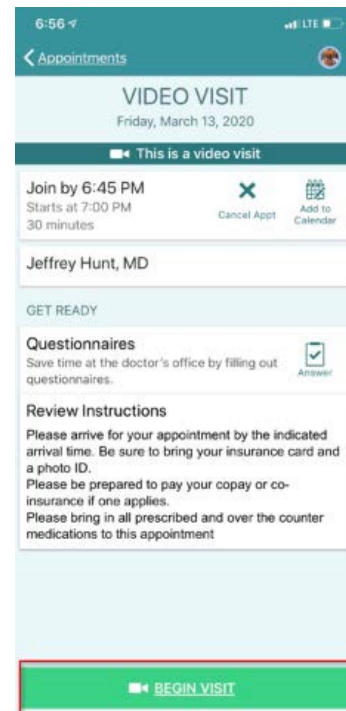
1. Open the MyChart application from your smartphone.
2. Select "Appointments" (calendar icon).



3. Select your specific upcoming "video visit" appointment.



4. Select the "Begin Visit" button at the bottom of your screen.



5. The visit will open automatically.



How to Access the Zoom platform

1. The **Zoom** platform can be utilized using a computer, laptop, iPhone, or Android device with a camera.
 - If choosing to participate via a mobile device, you will be required to download the Zoom application from your Apple Store or Google Play Store. Upon successful download of the software, you will have the option to sign up for an account (there is no associated cost). You do not need to create a Zoom account in order to participate in your video visit.

- If choosing to participate through your computer, search www.zoom.us/ in your PC or Mac web browser.

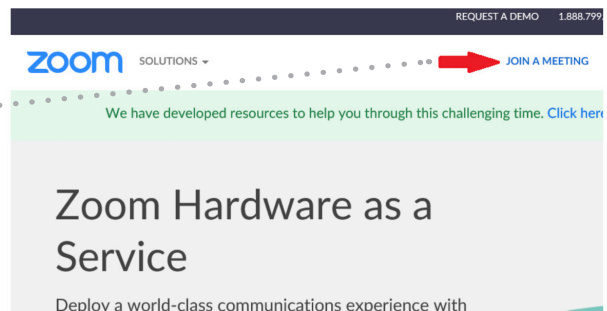


2. To join the Zoom meeting:

- If the provider's office sent you a meeting link, click on the link, or copy the link into your web browser.

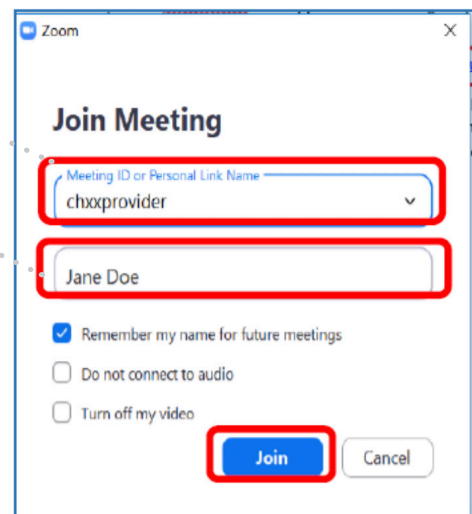
- If the provider's office sent a meeting ID:

- o Click on "Join a Meeting" in the upper **right hand corner** on the Zoom website.

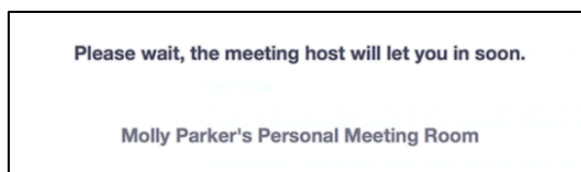


- o You will be prompted to enter in the Meeting ID.

- When joining the meeting, be sure your name is keyed into the name box so that your provider will know who you are in the Zoom meeting.



3. You are now in the Zoom meeting, in your provider's virtual waiting room. The message below will appear.



4. When your provider is ready to meet with you, your provider will bring you into the meeting. When you are in the meeting, please ensure that you have joined with audio and started your video. If the provider cannot hear or see you, you must select "Join Audio" and "Start Video". If you are on a mobile device, please click "call using Internet Audio" so you can hear the provider and the provider can hear you.

