

Subject: Installing Telehealth App for Clarity Services

With the onset of the COVID-19, Clarity will be offering Telehealth services through Lifesize. This will offer parents the flexibility of not having to leave home and still meet with your provider. Telehealth through Lifesize is available on IOS and Android devices, through their respective app stores. It's also available on home computers, that have a camera and microphone. There is a separate document with instructions on how to download the Lifesize app on your phone or how to use it on your home computer.

Considerations to make sure you have the optimal telehealth experience:

- There are potential benefits and risks for telehealth as they differ from in-person services. It is important that you discuss these with your provider so that you can have your questions answered and make the best choice for your child/family.
- Make sure you prepare a quiet and private space for your session with the provider.
- Make sure you are able to get onto the Lifesize application well ahead of your session in case there is an issue. Understand that technology issues may occur, and we want to make sure we get in front of any possible connection problems.
- Clarity providers will document telehealth sessions in the medical record and follow Clarity's standard documentation policies and procedures.
- Confidentiality still applies for telehealth services, and Clarity will not record or store the session(s). You also agree to not record or store the sessions, as well.
- Telehealth services are offered as a choice and are not mandatory. You may continue in person services with your provider if you do not want to use telehealth.
- Clarity will bill for telehealth services using the same agreement made with you for in person services. You will receive a bill for any relevant co-pay or fee. Please contact Patient Financial Services with questions at (210) 593-2240.
- To provide you with the best care, your Clarity provider needs to be able to communicate with parent(s) and guardian(s) during session when needed. Please give your provider the best phone number to reach you and be available during session.
- Make a plan with your provider about what to do in case there is a crisis during session. Clarity providers should know the physical location of you and your child during the session. In an emergency situation, Clarity's providers may take appropriate actions to ensure safety. This may include informing local law enforcement or other authorities of any threat to safety.
- Clarity providers are committed to providing quality care and may determine that due to certain circumstances, telehealth is no longer appropriate, and that services should resume in-person.

If you have any technical issues installing the application, please call Clarity's help desk support at 210-593-2205 between the hours of 7am – 5pm Monday through Friday.