

## **Information Regarding TeleHealth Services at Clarity Child Guidance Center**

- Outpatient Services are currently closed. However, telehealth services are offered as a choice and are not mandatory. You may continue in person services if you wish to wait until Clarity's outpatient clinic resumes in-person services.
- 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.
- Confidentiality still applies for telehealth services, and Clarity will not record or store the session(s). Clarity requires that you agree to not record or store the sessions either.
- 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.
- Clarity providers will document telehealth sessions in the medical record and follow Clarity's standard policies and procedures.
- 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.