



Decatur County  
Memorial Hospital  
The Quality Care You Want. Close By.

Patient Sticker

## CONSENT Virtual Care

Virtual Care involves the use of approved electronic communications and information technology to facilitate healthcare services, including but not limited to patient assessment, treatment, diagnosis, and education ("Virtual Care Services"). Virtual Care Services may be provided to patients who are admitted to Decatur County Memorial Hospital ("Hospital Inpatients"). Virtual Care Services may also be provided to patients who seek outpatient health care services from provider clinics or departments that are owned and/or operated by the Hospital ("Hospital Outpatients"). The decision to provide services through a virtual care platform is ultimately in the discretion of Decatur County Memorial Hospital and the professional health care provider(s) requested to provide such services to the patient (collectively referred to as "Practitioner").

Patients consenting to receive Virtual Care Services are requested to review the information set forth below:

- Virtual Care Services may be utilized, in the discretion of Practitioner, to facilitate consultation, routine examination, post-operative care, and other health care services delivered to Patient while a patient of Decatur County Memorial Hospital ("Hospital").
- The Practitioner(s) providing Virtual Care Services will be located in a different physical location from the patient receiving the services ("Patient"). This location may be within the Hospital or at a location other than the Hospital. Other health care professional(s) or support personnel may be physically present with and/or surrounding Practitioner at the Practitioner's location when Virtual Care Services are provided.
- Virtual Care Services provided to Hospital Outpatients are not intended to constitute emergency services. **If Patient believes he or she is having a medical emergency, Patient should dial "911" or present to the nearest emergency room.**
- Patients must be physically located in the **State of Indiana** in order to receive Virtual Care Services.
- Virtual Care Services will be documented in Patient's Medical Record in a same or similar fashion as in-person health care services are documented. A written summary of a Virtual Care Service provided to a Hospital Outpatient will be made available to Patient through the Decatur County Memorial Hospital Patient Portal, which may be accessed here: <https://www.dcmh.net/patient-portal/>
- When Hospital Inpatients receive Virtual Care Services, the Patient will be accompanied by a nurse and/or other health care professional(s), who will assist to facilitate the Virtual Care Service.
- When Hospital Outpatients receive Virtual Care Services, it is the Patient's responsibility to ensure that he or she is located in a private, secure, and uninterrupted environment when receiving Virtual Care Services.
- The intended benefits of Virtual Care Services include, but are not necessarily limited to, improved efficiency and improved access to healthcare. Additionally, during a pandemic such as that related to COVID-19, or under similar circumstances, Virtual Care Services may be utilized by Practitioner to reduce the risk of COVID-19 or other disease transmission.

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- There are also risks associated with Virtual Care Services.
  - By their remote nature, Virtual Care Services are limited in scope. It is important that Patient communicate to Practitioner, to the extent possible, any known medical problems, history, or symptoms that Patient has experienced or is experiencing. Failure by Patient to do so may adversely impact or negate Practitioner's ability to effectively provide the Virtual Care Services.
  - Not all professional medical services may be provided through virtual care. Practitioner may determine, in the Practitioner's discretion, not to render a diagnosis or treatment, or not to proceed with a Virtual Care Service. Instead, Practitioner may require that Patient be seen in-person or that other appropriate measures be taken.
  - Given that technology is being used to facilitate Virtual Care Services, sudden interruptions, delays, poor image quality, termination of connection, or other technical difficulties or limitations may occur. In the event of unexpected technical difficulties, the Virtual Care Service may terminate unexpectedly and the examination/encounter between Practitioner and Patient may remain incomplete ("Incomplete Visit").
    - If a Patient is a Hospital Inpatient when an Incomplete Visit occurs, Practitioner will, in Practitioner's discretion, reestablish the connection and continue with the Virtual Care Service, reschedule the Virtual Care Service, or arrange for an in-person service.
    - If a Patient is a Hospital Outpatient when an Incomplete Visit occurs, the Practitioner will attempt to reestablish the connection. If the Practitioner is unable to reestablish the connection, the patient may call the office to reschedule.
  - Although Practitioner is using an appropriately secure and HIPAA-compliant platform to facilitate Virtual Care Services, there remains the risk of unauthorized access of Patient's personal information, including protected health information, by third parties.
- All Patients, whether Hospital Inpatients or Hospital Outpatients, are requested to ask Practitioner any questions that Patient may have – whether related to Patient's condition or the virtual nature of the services being provided – prior to receiving the Virtual Care Service.
- The information contained in this Consent Virtual Care Services document is in addition to and supplements Practitioner's general policies, procedures, and forms related to financial responsibility, payment, consent, and registration as pertain to Virtual Care Services, as well as all information that may be verbalized or otherwise communicated by Practitioner to Patient before, during, or after the Virtual Care Services that relate to Patient's informed consent or the Virtual Care Services, or documentation thereof.