

Hospital  
Address  
City, State Zip

## **Patient Rights and Responsibilities for Telemedicine**

### **Purpose:**

To assure patient services conducted over telemedicine comply with hospital policy on Patient Rights and Responsibilities.

### **Statement:**

In providing services via telemedicine, it is recognized that adaptation may need to be made. Adaptations may also need to be made on an individual basis. It is the responsibility of all providers and staff involved in the patient service to identify and create adaptations to promote patient rights.

### **Patient Rights:**

The patient/legal representative has the right to choose whether they would like a medical consultation via interactive video or visit the consultant at their office site.

Patients have the right to receive appropriate standards of care as established by recognized medical, nursing and/or other healthcare provider standards. If these standards can not be achieved via telemedicine, the patient will be referred to the provider site.

The telemedicine consultation room will be set up to provide for privacy of both audio and visual observation. This may include selecting of rooms to promote privacy, blocking of window, positioning of the telemedicine unit and equipment, and signage to denote when consultations are in session.

Patients/legal representatives will be informed by the healthcare provider about telemedicine consultations, capabilities, risks and benefits. This should be documented in the patient's medical record.

Signed consent for consultation via telemedicine will be obtained prior to participation in the telemedicine consultation. If the patient has any questions, the healthcare provider will be contacted to clarify prior to the start of the consultation. If video taping is anticipated, a consent will need to be signed prior to the start of taping (except in cases of abuse as directed by state laws).

Introductions of all involved in a patient's telemedicine consultation will take place at the beginning of the conference. Introductions shall indicate at a minimum name and role played in the conference. The camera should fully pan the room at the non-patient site to assure the patient that all introductions have taken place. Entry into the rooms at each site shall be monitored and any persons entering once the event has begun shall be introduced.

### **Patient Responsibilities**

In addition to the responsibilities detailed in the facility's policy on patient rights and responsibilities, the patient has the responsibility to inform staff if they desire to terminate the interactive video conference and opt to see the consulting physician in person

SAMPLE

Word/P&P/patient rights