

Emerge Support Services

Telemedicine Policy 2022

Phone: +1 651-756-1102 **Mobile:** +1 651-703-8410 **Fax:** +1 651-4472361 **Email:** hello@essincmn.com

Address: 2233 Hamline Ave N, Ste 217 Saint Paul, MN 55113 **Website:** www.essincmn.com

Definition: Telemedicine is the rendering of health care services or consultations by electronic communication between a client and a health care practitioner who are located at different locations.

The following are excluded from telemedicine:

- Electronic connections that are not made through a secure encrypted web site as defined by the Health Insurance Portability and Accountability Act of 1996's Privacy and Security standards (e.g. Skype).
- Appointment or test scheduling
- Administering tests and reporting findings
- Communication outside the realm of medicine
- Telephonic, email, text, or facsimile communication

Telemedicine services, like in-person care, are regulated for authorization and reimbursement. Telemedicine services, like face-to-face services, have authorization procedures and reimbursement rates. Emerge Support Services' policy on electronic communication has been developed to maximize the security and confidentiality of your treatment and to ensure that it complies with applicable ethical and regulatory standards.

Teletherapy, often known as online, video, or E-Therapy, is delivered via videoconferencing. Emerge Support Services makes use of a secure platform that is HIPAA-compliant. Only this platform allows for the confidentiality of therapy sessions, while the majority of other video conferencing systems do not.

On-line or E-therapy is not the same as telephone counseling; it requires face-to-face interaction via computer or smartphone. As with "in-office" appointments, these are booked in advance with your provider and clinic. Emerge Support Services does not provide counseling over the phone or treatment by text or email. Email and text messaging are used solely to notify individuals of upcoming appointments and to "invite" them to begin a teletherapy session. This is an insecure method of communication.

To obtain services, clients must be physically present in the state of Minnesota during the session. Generally, distance therapists are only permitted to practice with clients who reside in the state in which they are licensed, unless they have been explicitly allowed to give treatments to individuals who reside or are temporarily stationed in other states. While video therapy is just as successful as in-person treatment, distance therapy is not appropriate for every situation or individual. As a result, there may be times or circumstances when in-office sessions are more suitable, which may necessitate a referral to another therapist if your present practitioner is unable to provide in-person services.

The business office of Emerge Support Service will assist in determining this service's coverage. Additionally, it is the client's obligation to contact with his or her insurance provider regarding benefit eligibility and any other criteria for online counseling. The costs for in-person and online counseling remain consistent, and payment must be made at the time of service if the service is not covered by insurance. This will be arranged prior to the commencement of therapy through the Emerge Support Service's commercial department.

Please contact your provider if you have any queries regarding this policy. I certify that I have read, comprehended, and agreed to Emerge Support Service's electronic therapy policy.

Client Name (Printed)

Date of Birth

Client Signature

Date