

## **Electronic Service Provision Consent: Telemedicine**

The use of Electronic Service Provision is commonly used at RSNWO for assessment, counseling and psychiatric service delivery. Other treatment services may be added as deemed necessary and appropriate. Electronic Service Provision seeks to improve an individual's health by permitting two-way real time interactive communication between the client and the physical or therapist at a distant or separate site. Electronic Service Provision occurs through interactive telecommunications equipment that includes at a minimum audio and video equipment.

Should you be involved in Electronic Service Provision, the staff engaging in the electronic service will verify your identity by asking for the last four digits of your social security number or date of birth. This is to ensure that an imposter is not sitting in on the service and to ensure confidentiality is maintained.

**Electronic Service Provision Benefits:** This enables RSNWO to provide services to clients at the location of the client. Additional benefits include healthcare cost savings, improved access and timeliness of care and health needs being met.

**Electronic Service Provision Risks:** While RSNWO has taken steps to ensure that Electronic Service Provision is HIPAA compliant and confidentiality is maintained, there can be risks related to confidentiality should the software become hacked externally. Additionally, staff have been trained in use of equipment however glitches and issues with technology may impact on the quality of communication and interaction with the service providers. Please be aware that should a situation present where the individual needs to stop the telemedicine process due to the quality of service being compromised, the session may be adapted and interaction occur via telephone or with a provider at the site you are receiving services at.

Please be aware that this is not an exhaustive list of the risks and benefits of Electronic Service Provision/Telemedicine.

Electronic Service Provision/Telemedicine local resources

Defiance Location: 511 Perry Street, Defiance OH 43512

Defiance Local Resources

Suicide Prevention Hotline	800-468-4357
Poison Control	800-222-1222
Defiance City Fire & Rescue	911
Defiance City Police	911
Defiance County Sheriff's Office	419-784-1151
Defiance Regional Medical Center	419-783-6955
Coping Center at Defiance Regional Medical Center	419-783-6957

Bryan Location: 200 Van Gundy Drive, Bryan OH 43506

Bryan Local Resources

Suicide Prevention Hotline	800-468-4357
Poison Control	800-222-1222
Bryan City Fire and Rescue	911
Bryan Police Department	911
Williams County Sherriff's Department	419-636-3151
Community Hospital and Wellness Center	419-636-1131
Coping Center at Defiance Regional Medical Center	419-783-6957

Wauseon Location: 560 W Linfoot St, Wauseon OH 43567

Wauseon Local Resources

Suicide Prevention Hotline	800-468-4357
Poison Control	800-222-1222
Wauseon City Fire & Rescue	911
Wauseon Police Department	911
Fulton Co Sherriff's Department	419-335-4010
Fulton County Health Center	419-335-2015
Fulton County Health Center - Stress Unit	800-323-2708 419-337-8661

Napoleon Location: 118 E Clinton St, Napoleon OH 43545

Napoleon Local Resources

Suicide Prevention Hotline	800-468-4357
Poison Control	800-222-1222
Napoleon Fire & Rescue	911
Napoleon Police Department	911
Henry County Sheriff's Department	419-592-8010
Henry County Hospital	419-592-4015
Coping Center at Defiance Regional Medical Center	419-783-6957

In a rare occurrence your session has been disrupted or you begin to have technical difficulties, please see the office manager or front desk staff immediately.