



12411 Hymeadow Drive, Building 3, Suite 3B
Austin, Texas 78750
Phone: 512-335-9300 Fax: 512-335-9301
Email: sullivanphysicaltherapy@yahoo.com
Website: sullivanphysicaltherapy.com

Telehealth Agreement

Purpose: Telehealth is the use of digital information and communication technologies, such as computers and mobile devices, to access health care services remotely and manage your health care by a physical therapist.

Benefits:

- Patients who are unable to come in for physical therapy services in the outpatient clinic settings are able to speak with a physical therapist about their diagnoses and treatment.
- Can serve as a one time, weekly, bi-monthly or monthly check in with a physical therapist to be able to address symptoms and the impact they are having on daily activities.
- Patients can receive instructions for home programs including, but not limited to, exercises, pain management strategies and partner/self manual techniques.
- Patients are encouraged to ask questions and lists concerns regarding evaluation and treatments of pelvic health physical therapy.

By signing this form, the patient understands and agree to the following:

- Physical Therapists in the State of Texas can provide information to a patient about their healthcare without a prescription for no more than ten (10) consecutive business days from the initial evaluation. The patient agrees that they will need to obtain a signed prescription from an approved healthcare provider to receive information and/or treatment beyond ten (10) consecutive. Current patients of Sullivan Physical Therapy who have a prescription on file do not need to obtain an additional prescription for telehealth.
- Telehealth is not the same as a direct patient/physical therapy visit due to the fact the patient will not be in the same room as the physical therapist.
- The patient understands the physical therapist will not diagnose an illness or disease, and physical therapy is not a substitute for a medical diagnosis.
- The patient understands if a medical diagnosis has already been established by a qualified healthcare practitioner, the physical therapist will take it into consideration during the process.
- Technology can consist of phone or video conferencing. There are potential risks to use technology, including interruptions, unauthorized access and technical difficulties. The physical therapist or the patient can end the conversation at any time if either feels technology is not adequate for the situation.
- The physical therapist will retain a confidential record of the call retaining time, date and discussion. Audio or video recording of the communication is not permitted.
- If the patient or the physical therapist has concerns beyond the ability of telehealth, it is recommended for the patient to be seen in a clinic by a physical therapist or a physician.
- Patient has received Sullivan Physical Therapy's notice of privacy practice prior to telehealth and this form has been signed by patient prior to the appointment.
- Payment is due at the time of service.



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- SPT will bill insurance for plans which we have been advised are eligible for telehealth to be rendered by a physical therapist. We will follow all coding guidelines available by the insurance company. All billed services will be subject to copays, coinsurance, and deductible according to plan benefits and claims processing.
- For plans, including traditional Medicare, that do not cover telehealth by a physical therapist, patients are still welcome to receive telehealth on a self pay basis. This will not be billed to insurance and the self pay fee for telehealth with a physical therapist is as follows:
 - 0 - 30 minutes = \$50
 - 31 - 60 minutes = \$100
- Credit/Debit card payment is due at the time of service and will be collected by the physical therapist after the telehealth visit is complete.
- Data charges may apply. Check your cellular data or internet service provider's plan for details.

Patient consent to the use of Telehealth:

As the patient, I agree to the above terms. I understand that Sullivan Physical Therapy is not responsible for my translations or interpretations of content discussed during my telehealth appointment. I understand at any time, either I or the employees of Sullivan Physical Therapy can stop this agreement.

I hereby consent to and authorize Sullivan Physical Therapy to use Telehealth as part of my care.

Patient Name

Date

Patient/Patient's Parent/Guardian Signature

Complaints can be sent to:

- Health Professions Council hotline (1-800-821-3205 - complaints only)
- Texas Board of Physical Therapy Examiners at 512-305-6900 or <https://www.ptot.texas.gov/page/file-a-complaint>