

## **BHC Remote Medical Consultation Terms of Engagement**

**Thank you for your interest in a virtual consultation with a BHC provider. At BHC we are committed to creating access to clinical care, research and education for all people with ME/CFS and FM. Because not everyone can or should travel to Utah for a comprehensive medical evaluation, we are piloting a program of clinical outreach that is quite different from an in-person visit as described below.**

**The following terms must be reviewed and agreed upon in order to set up a virtual consultation.**

### **A Virtual BHC Consultation may:**

- Allow professional interface with an ME/CFS specialist when illness severity, location, travel and lodging expenses are a limiting factor.
- Offer feedback on medical information provided and answers to clinical questions . We cannot provide sound advice without reviewing a certain amount of basic medical information prior to the consultation, which we will request and require in advance. These medical records and the consultation report will be treated as HIPAA protected personal information.
- Provide advice or guidance for your own self-management, or to discuss with your primary care provider or local specialists. This will be delivered to you as a written report.
- Create the option of communication between a BHC provider and your local providers, although this is the responsibility of your provider(s) to accept and implement, and our advice should not be considered an order for your doctor to follow.
- Create realistic expectations for individuals considering travel to Utah to become a BHC patient, and to gain a better understanding of what we do at BHC
- Be followed at any time by routine application to become a BHC patient in a separate evaluation process.

### **A BHC Virtual Consultation does NOT:**

- Constitute a traditional doctor-patient relationship in which the BHC physician assumes responsibility for your medical care.
- Involve ordering diagnostic studies, completing a physical examination or direct implementation of treatment. This means NO orders for medication prescriptions or diagnostic studies. We can help provide the rationale for these for your providers to consider.
- Guarantee eligibility for research participation or acceptance as a future patient at BHC.

### **Logistics:**

- The virtual consultation is cash-only pre-paid before the appointment is scheduled. We do not bill medical insurance for the virtual discussion.
- The non-refundable fee is \$500 per one hour of face-to-face communication.
- We will request a certain amount of medical information from you through the BHC HIPAA compliant electronic health record. This must be received a minimum of **1 week** before the appointment, for advance review by the physician, or the appointment will be rescheduled.

- The ideal virtual consultation utilizes both visual and audio communication. We use a HIPAA compliant version of Zoom. Our staff will help you prepare to use Zoom prior to the virtual consultation. Zoom works best on a desktop or laptop computer and requires a camera. Using an iPad or iPhone requires downloading the Zoom app prior to the connection.
- For an additional fee of \$600/year, consult participants may access and participate in educational events and resources reserved for BHC patients who pay the same membership fee.
- If a virtual consult participant later becomes a patient, the appropriate process and new patient fee schedule will be implemented and the consult relationship will end.

I have reviewed, understand, and agree to the BHC Consultation Terms of Engagement.

Name	Signature	Date
Name of Guardian or Financially Responsible Person (if applicable)	Signature	Date
	Relationship to Patient	