



## VIRTUAL & DIGITAL HEALTH VISITS POLICY

We are happy to offer you the option of a virtual and/or digital health visit from the comfort of your own home. The care you receive will not be affected if you choose to come to the clinic for your appointment and do not want to use virtual or digital communications.

**If you have a medical emergency, call 9-1-1 or go to the closest emergency department.** Do not use email or text for medical emergencies, your provider, may not see emails or other electronic messages right away.

**Virtual Health Visits:** A virtual health visit allows you to see, hear and talk to your provider using a computer, tablet, or smart phone. In some cases, your virtual appointment may not have all of the same types of assessments as an in person appointment. Your health care provider will talk about this with you and make different plans if needed. Many insurance companies will cover this type of visit with some limitations. You may be asked to come into the clinic for your visit if there any known limitations. It is your responsibility to know the limits and exclusions to your insurance coverage.

### What You Need to Attend Your Virtual Visit:

- A HIPAA secure Spruce account. An invitation to download and set up your account will be sent to your cell phone. This may be set up on your smart phone, tablet, or desktop computer. You may also access without an invitation at <https://spruce.care/federalwaynaturopathy>
- A plugged in or fully charged computer, tablet, or smart phone with a camera, microphone, and speaker for you to see, talk to and hear your provider.
- Wi-Fi Internet, or cellular data with a plan to cover the cost.
- A private space for your virtual visit, where others cannot hear you.
- If you are a guardian, ensure the patient is present for the visit.
- You must be physically within the state of Washington in order for your provider to conduct your visit.

### To Start the Visit:

- Prepare to start your visit 10 minutes before the scheduled start time. We recommend downloading and setting up your Spruce account 24 hours in advance of your first virtual visit.
  - Ensure your smart phone settings have allowed access to your camera, microphone and you have allowed notifications.
- Have your Spruce app open and your provider will initiate the video call. You will need to accept the call.
- At the start of your visit, your provider will confirm your identity, confirm your consent for virtual communications and your location.
- If the technology does not work, or the virtual health does not meet your needs, your provider will suggest other options. Together, you may decide to continue the virtual visit by telephone.

**DIGITAL COMMUNICATION VISITS:** A digital communication visit includes the use of written notes sent by email, text, or patient portal. Online digital evaluation and management services for established patients are available at Federal Way Naturopathy. You may use your HIPAA secure patient portal or Spruce app to communicate with your provider. These online communications may be billed to your or your insurance company when the evaluation and management services provided by your provider exceeds 5 minutes in a 7 day period.



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Federal Way Naturopathy complies with all HIPAA digital health policies. We will keep your information confidential, and we only use secure platforms for all virtual and digital communications such as Spruce for telehealth and texting and Athena Health patient portal for messaging. We will only contact you at that email, or

phone number you have provided. If you have any questions or concerns, please call us at (253) 942-3301 to speak to a staff member trained to help you.

If you are concerned about using video or digital technology, our staff or your provider will let you know about alternative options to keep you safe and provide effective care.

If at any time you would like to change or remove your consent to use virtual or digital communications, you may contact our clinic by phone or in person to remove or change these consents at any time.

### **How to protect your privacy**

- Be aware of your surroundings, and who might overhear your visit.
- Introduce any family, friend, or caregiver that is with you, at the start of your visit.
- No electronic recording of your virtual health visit by you or anyone else in your environment. Your provider will not record any virtual health visit. A written encounter note will be kept in your medical file and copy of this in the form of a patient summary will be available on your patient portal. Your provider will also provide you with a written patient contract outlining what was discussed and treatments recommended.
- You are responsible for the security of your own device.
- Use secure internet Wi-Fi. Use of your home Wi-Fi is the most secure. Public Wi-Fi connections, such as coffee shops and libraries, are less secure.
- Do not use a device that belongs to someone else, like an employer. They could access your information.
- Protect your passwords. Someone could contact us from your device or account and ask for your information.
- Use virus protection on your devices and scan them regularly.
- Delete personal health information from your email or phone when you do not need it.