

Guidance for Receiving Verbal Consent

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Verbal consent means consent obtained via phone conversation, text message, or email with the parent or guardian.

If consent is obtained via **phone conversation**, the ISP team member must create a SOAP note in the child's record in the Bureau's electronic medical record (EMR) with a "visit reason" of "Telehealth Consent":

1. The date and time of the conversation and the name of the parent or guardian.
2. Summarize the conversation. For example, spoke with Jane Doe (mom) on 3/20/2020 at 3:30pm. Reviewed the forms, *Consent to Telehealth / Notice of Privacy Practices / Financial Agreement* and *Notice of Privacy Practices*. Mom agreed to receive patient intake, evaluation and assessment, and ongoing supportive care coordination as a tele-intervention visit. She also acknowledged receipt of *Notice of Privacy Practices* and agrees to the language in the Financial Agreement.
3. Complete the form, *Consent to Telehealth / Notice of Privacy Practices / Financial Agreement*.
4. Send a copy of *Notice of Privacy Practices* to family either electronically or via US Postal Service.
5. Share documentation and completed form with ISP team by scanning the form, converting it to PDF, then attaching to the patient's EMR record in the "Attachments" tab under the heading "Consent Form."
6. It is a best practice to create a "sticky note" indicating parent permission to provide telehealth services as a "pop-up" in the child's EMR record.

If consent is obtained via **text message**, the ISP team member must:

1. Send a blank copy of the forms, *Consent to Telehealth / Notice of Privacy Practices / Financial Agreement* and *Notice of Privacy Practices* to the child's parent or guardian via text message, email, or mail.
2. Send a text message to the parent or guardian confirming the forms were received. For example, this is Jane Doe with the Integrated Services Program. I am confirming that you received a copy of the forms, *Consent to Telehealth / Notice of Privacy Practices / Financial Agreement* and *Notice of Privacy Practices*. Did you receive these forms? (Parent/guardian response) Do you consent to patient intake, evaluation and assessment, and ongoing supportive care coordination as a telehealth visit? Do you agree to the language in the Financial Agreement? (Parent/guardian response)
3. Complete the form, *Consent to Telehealth / Notice of Privacy Practices / Financial Agreement*.
4. Share screenshot of conversation and completed form with ISP team by converting the documents to PDF, then attaching to the patient's EMR record in the "Attachments" tab under the heading "Consent Form."
5. ISP team member must ensure documentation of the conversation is entered as a SOAP note in the child's record in the EMR with a "visit reason" of "Telehealth Consent."
6. It is a best practice to create a "sticky note" indicating parent permission to provide telehealth services as a "pop-up" in the child's EMR record.

If consent is obtained via **email**, the ISP team member must:

1. Send a blank copy of the form, *Consent to Telehealth / Notice of Privacy Practices / Financial Agreement* and *Notice of Privacy Practices* to the child's parent or guardian via text message, email, or mail.
2. Send an email to the parent or guardian confirming the forms were received. For example, this is Jane Doe with the Integrated Services Program. I am confirming that you received a copy of the forms, *Consent to Telehealth / Notice of Privacy Practices / Financial Agreement* and *Notice of Privacy Practices*. Did you receive these forms? Do you consent to patient intake, evaluation and assessment, and ongoing supportive care coordination as a telehealth visit and agree to the language in the Financial Agreement? (Parent/guardian response)
3. Complete the form, *Consent to Telehealth / Notice of Privacy Practices / Financial Agreement*.
4. Share screenshot of email string and completed form with ISP team by converting the documents to PDF, then attaching to the patient's EMR record in the "Attachments" tab under the heading "Consent Form."
5. ISP team member must ensure documentation of the conversation is entered as a SOAP note in the child's record in the EMR with a "visit reason" of "Telehealth Consent."
6. It is a best practice to create a "sticky note" indicating parent permission to provide telehealth services as a "pop-up" in the child's EMR record.