Healthy Community Alliance Telehealth Guidelines

- Healthy Community Alliance (HCA) offers a telehealth room (telesuite) to patrons. The telesuite is offered to make private, digital meetings accessible to all.
- 2. The telesuite can offer complete privacy via the use of a computer with a camera and headset and white noise sound machine.
- 3. The telesuite may be booked in one-hour blocks of time with a limit of no more than three hours of time blocked per patron in any one day. Appointments must be booked a minimum of one day prior to the appointment by using the online reservation form found on strong/telehealth.
- 4. HCA reserves the right to schedule blocks of time for events other than telehealth.
- 5. All appointments must be coordinated by the patron. If a patron has further questions following the appointment, the patron will be responsible for reaching out to the person or people they engaged with virtually.
- 6. HCA assumes no responsibility or liability for the quality of the appointment the patron receives as this is a meeting that is between the patron and a third party.
- 7. HCA will provide the technology, equipment, and internet connectivity necessary for a virtual appointment to occur, but assumes no liability for failure of the technology, equipment, or internet connectivity on the date of the appointment.
- 8. HCA will maintain the confidentiality of all patrons who opt to use the suite.
- 9. Telehealth patrons should arrive at least 15 minutes prior to the scheduled appointment.
- 10. All telehealth patrons are expected to comply with current HCA policies.
- 11. Please do not bring food or drink into the telehealth space.
- 12. A maximum of two people are allowed within the telesuite at the same time.
- 13. HCA's telehealth services are intended for counseling, well visits, consultations, and similar healthcare services. DO NOT come to HCA if you are experiencing symptoms of COVID-19 or any other contagious illness such as flu, cold etc. If you need emergency assistance, call 911.

Other important information:

- 1. Completely log out of the device when finished with your session.
- 2. Please let an employee know if you are having any technical issues or need assistance.
- 3. Children 8 years old or younger in need of the Telehealth Space must be directly supervised by a parent or legal quardian.