Video Visits

To the Patient

You have the right, as a patient, to be informed about your condition and the recommended service to be used so that you may make the decision whether or not to receive the recommended service after knowing the risks and hazards involved.

This disclosure is not meant to scare or alarm you; it is simply an effort to make you better informed so you may give or withhold your consent to the recommended service.

Telemedicine/Telehealth allows for healthcare services to be delivered to you by interactive audiovisual communication and/or by the electronic transfer of information. The Telemedicine/Telehealth healthcare provider will be physically located at a different site(s) from you.

I consent to _____ [Hospital where I (patient) am hospitalized or Clinic caring for me (patient)] providing me with necessary medical/healthcare services, evaluation and/or treatment through the Telemedicine/Telehealth program ("Program"). My consent to participate in this Program includes any medical/healthcare evaluation, diagnosis, consultation, treatment and/or other services rendered through the use of electronic communications (e.g., video connections) with healthcare providers who are located at a different site(s) ("off-site providers"). This consent is continuing in nature during the entire course of my outpatient care from the Clinic or my current hospitalization, unless specifically revoked by me.

I understand that I have the right to withhold or withdraw my consent to participate in this Program at any time, without affecting my right to receive medical/healthcare services. I understand that my healthcare provider or I can discontinue participation in the Program at any time. Further, if I discontinue participation in the Program or I am unable to participate in the Program (e.g., technical difficulties), I may receive follow-up care from my on-site care team or through an appropriate transfer, if I am hospitalized, or if I am an outpatient, from my established Clinic provider, as appropriate.

The off-site provider will be able to see me and other elements within my surroundings, as well as speak directly to me, my onsite care team and others at the bedside (if I am in the hospital), and may have access to my health record.

I understand there are benefits and potential risks to participation in the Program. Benefits include the ability of healthcare providers at a different location(s) to quickly and efficiently share medical/healthcare information for the purposes of delivering care to me and, in some case, obtain expert advice from a distant specialist via a video connection. Potential risks include interruptions, poor resolution of images, technical difficulties or equipment failures.

Further, I understand that not all care is able to be provided via the Program. Certain illnesses and conditions may require that I have an in-person examination, care or treatment.

If I am an outpatient: I understand that I may also be released from the Program before all my medical/healthcare problems are known or treated and understand it is my responsibility to make arrangements for follow-up care. I agree to follow the instructions and follow-up care my off-site provider gives me. Also, I understand that I must call 911 for emergencies or, if not an emergency but urgent or for all other matters, I will see an appropriately trained healthcare provider or call my established Clinic provider, as indicated.

I (we) certify this form has been fully explained to me, that I (we) have read it or have had it read to me and that I (we) understand its contents.

Date: _____ Time: _____ AM/PM

PATIENT/OTHER LEGALLY RESPONSIBLE PERSON:

_____
Signature/Print Name AND Relationship to Patient

WITNESS/PHYSICIAN:

_____
Signature/Print Name

Address_____

City, State, ZIP Code_____

Patient/Guarantor_____ Date: _____

Baylor Scott & White Health Representative _____Date: _____

MyBSWHealth Activation

Video visits is a functionality through MyBSWHealth that allows the patient to interact with physicians remotely.

To utilize video visits, the patient must have an active MyBSWHealth account. For minors, the parent or guardian must have a personal MyBSWHealth account, along with proxy access to the patient's MyBSWHealth account.

As a patient or parent/legal guardian, if you do not have your personal MyBSWHealth account, please contact the MyBSWHealth help desk at 855.691.0180 to receive your activation code and instructions.

To Receive Proxy Access:

Complete the MyBSWHealth proxy access form to be granted MyBSWHealth access to the patient's account.

Once the form has been completed, it can be submitted for processing in one of two ways:
1. Take the form to the clinic's front desk. Photo ID will be required for identify verification.

2. Fax or mail the form to:
   Baylor Scott & White Health, Health Information Management Department
   Mail Stop: 01047, 2401 S. 31st Street, Temple TX 76508
   Fax: 254.724.0119

3. Please provide a government-issued ID for identity verification when submitting form.

Technical Requirements

Hardware
Patient may use a desktop personal computer with a webcam, laptop or mobile device with an integrated webcam.

Internet Connection

1. Video visits are utilized through the MyBSWHealth website and require an internet connection.

2. A strong Wi-Fi connection will increase the quality of the video and sound. A poor Wi-Fi connection may cause a lag in the audio and video connection between the patient and provider.

3. We recommend an upload/download speed of 3 Mbps. Your internet speed can be tested using speed test tools available online. Internet speeds less than this may cause video/audio lag or periodic loss of video connection.

Environmental Considerations

1. Because patient information will be discussed, the visit should be conducted in a secure/private location, such are your home or personal office. Public places may compromise the patient's personal health information.

2. These visits should be conducted in a quiet environment with adequate lighting. Consider putting a lamp or lighting behind the webcam to help prevent shadows.

Patient Instructions for Video Visits

Pre-Visit Testing

Up to 15 minutes before the scheduled appointment, please check your hardware. Instructions on testing the hardware are below:

1. Log into your MyBSWHealth account.

2. Navigate to your video visit appointment through Visits > Upcoming Appointments.

3. Select the video visit appointment from the list of appointments.

4. Click on "Test Hardware" button.

5. A new window will open for the video connection. You may get a pop-up to allow Adobe access to your webcam and microphone.

6. If a webcam and microphone are detected, you will see yourself in the video window.

Connecting for Your Appointment

1. Log into your MyBSWHealth account.

2. Navigate to your video visit appointment through Visits > Upcoming Appointments.

3. Select the video visit appointment from the list of appointments.

4. Click on "Begin Video Visit."

5. A new window will open for the video connection. You may get a pop-up to allow Adobe access to your webcam and microphone.

6. If a webcam and microphone are detected, you will see yourself in the video window.

Troubleshooting

Issue: The webcam and microphone aren't found, or the microphone isn't recording audio.

Solution: Before beginning a video visit on the MyBSWHealth website, patients should use the Test Hardware feature from the browser they plan to use for the video visit. If an external webcam or microphone is being used or there are multiple webcams or microphones available but a device isn't found, make sure the
correct device is selected in the Adobe Flash Player settings:

1. Right-click the video window and select Settings from the right-click menu.

2. On the Privacy tab, click Allow and select the Remember check box. These settings allow Adobe Flash Player to access the webcam and microphone and remember the setting for future video visits.

3. On the Webcam tab, select your preferred webcam from the menu. To make sure that Adobe Flash Player has access to this webcam, click the preview box. You should see an image captured by your webcam if it's available.

4. On the Microphone tab, select your preferred microphone from the menu. You can also adjust the recording level and echo settings. If Adobe Flash Player doesn't detect your webcam or microphone:

    • Make sure to close any programs, such as other videoconferencing applications, that might be using the device.

    • If you previously used your webcam or microphone in Google Chrome and you're using a different browser for the video visit, either close Google Chrome or switch to it to conduct the video visit.

5. Close the settings window and click Test Hardware again. If a webcam and microphone are detected, you will see yourself in the video window.

Issue: The video feed is delayed or choppy for the patient or the clinician.

Solution: Make sure you don't have too many applications currently running on the system. The video visit component requires a certain amount of processing power based on your computer's specification, and closing other applications will free some resources and improve streaming quality.

Issue: The browser or video window terminated unexpectedly.

Solution: If this issue occurs while testing your hardware or during the video visit, possible solutions include:

    • Using a different browser.

    • Downloading and installing the latest updates to your browser.

    • Downloading and installing the latest updates to Adobe Flash Player.

    • Do a clean installation of Adobe Flash Player. For instructions, refer to the Adobe website.

Issue: The local video feed became unresponsive.

Solution: If your local video feed freezes while testing your hardware or during the video visit, it's most likely because the webcam driver installed on your operating system isn't compatible with the device you're using. To resolve this problem, visit the device manufacturer's website and download the correct webcam driver. As a quick solution, close the video window and click Begin Video Visit from the Appointment Details page to reopen it.

Issue: The pop-up screen opens but nothing happens.

Solution: Check to make sure that you have enabled pop-ups so that you can allow Adobe to access your video and audio. After enabling pop-ups, close the video window and click Begin Video Visit from the Appointment Details page to reopen it.

Payment

As discussed during your in-person visit with your provider and as part of the waiver that you completed, these video visits may not be covered by insurance. Given that they are not covered by insurance, you will be required to provide payment prior to the visit during your pre-visit call with the provider's support staff. This payment will be made with a credit card or an appropriate and eligible Health Savings or Flexible Savings Account if available.

![Baylor Scott & White Health logo]
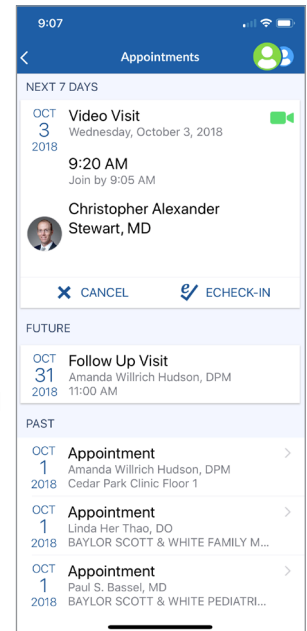
Video Visits

Mobile Video Visits

Patients are now able to connect to video visits from their mobile device. They can use the MyBSWHealth or MyBSWHealth app on both an Android and iOS device.

1. After you open the app you will select the See All button on the apps tile.
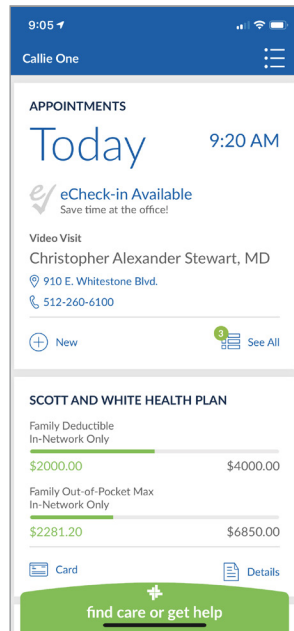
2. You will find your upcoming video visit appointment, which will be labeled Video Visit and be indicated with a camera icon.

   You can start the video up to 15 minutes prior to your appointment time. If the visit is not within 15 minutes, you will need to log in again at your visit time.

3. After you select your upcoming video visit appointment, you will select the Begin Visit option. This will launch the video screen. You will be able to see both yourself and the provider in the window.
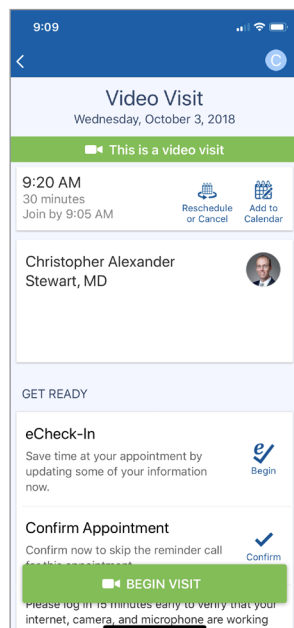
Mobile Video Visits (cont.):

4. You might be prompted to allow BSWH app to use your camera and microphone, please select allow.
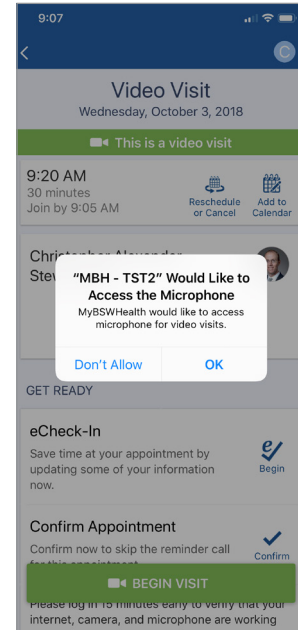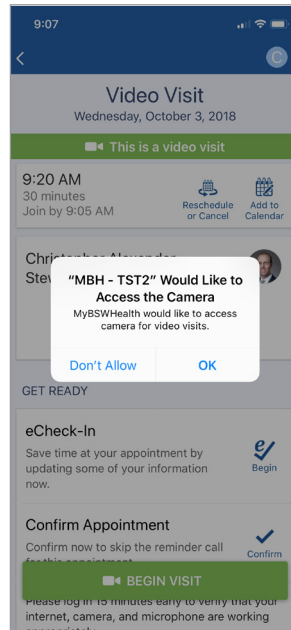
5. You will get a video window when connected to the visit.
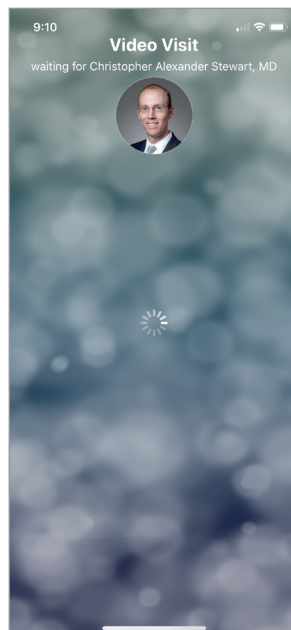
6. When the video conference is complete, you will end the call and confirm to leave the visit.

Desktop Video Visits

MyBSWHealth Video Visit Connection Patient Instructions
Pre-Visit Testing

Up to 15 minutes before the scheduled appointment, please check your hardware. Instructions on testing the hardware are below:

1. Log into your MyBSWHealth account.

2. Navigate to your video visit appointment through Visits > Upcoming Appointments.

3. Select the video visit appointment from the list of appointments.

4. Click on "Test Hardware" button.

5. A new window will open for the video connection. You may get a pop-up to allow Adobe access to your webcam and microphone.

Pre-Visit Testing (cont.)

6. During the detection, a pop-up will indicate checking audio and video. Each icon will turn green after successful connection.

7. If a webcam and microphone are detected, you will see yourself in the video window.
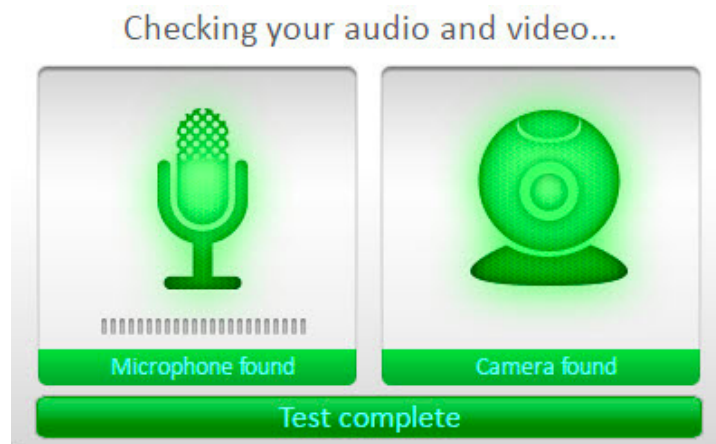

Desktop Video Visits – Connecting for Your Appointment

1. Log into your MyBSWHealth account.

2. Navigate to your video visit appointment through Visits > Upcoming Appointments.

3. Select the video visit appointment from the list of appointments.

4. Click on "Begin Video Visit."

5. A new window will open for the video connection. You may get a pop-up to allow Adobe access to your webcam and microphone.

Connecting for your appointment (cont.)
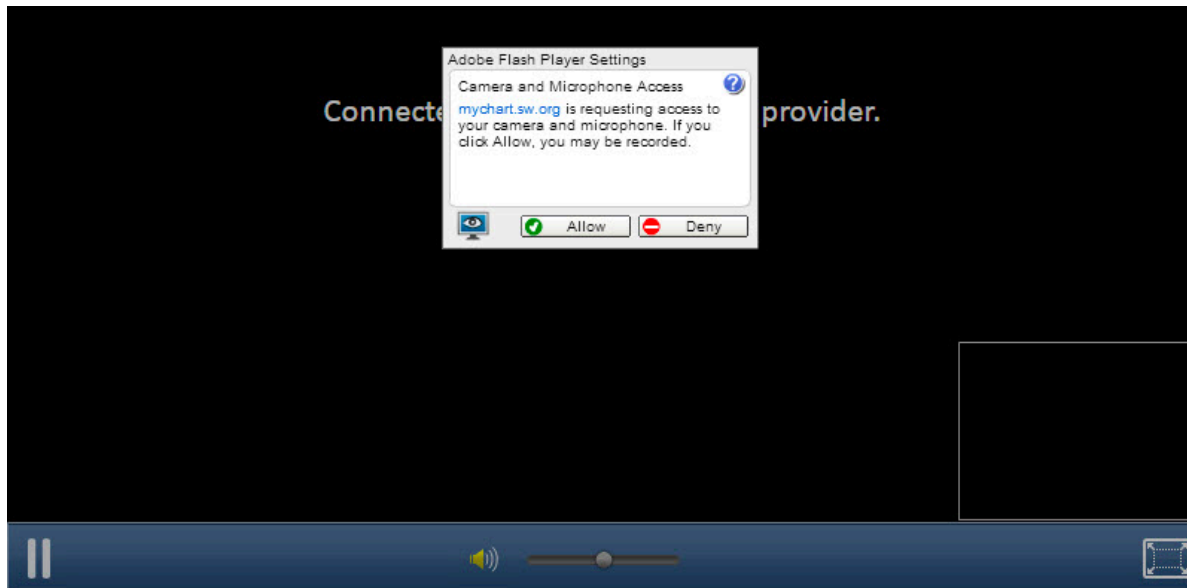
6. If a webcam and microphone are detected, you will see yourself in the video window. You will be put in a virtual waiting room for the provider connection.