

Family-Centered Telehealth Rights

You have the right to...

1. Receive

You have the right to receive...

- considerate, respectful and compassionate care through telehealth.

(Regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities.)

- safe and high-quality care.
- the same type of information, such as test results or diagnosis as you would during an in-person visit.

3. Share

You have the right to share...

- information and ask questions during a telehealth visit.
- a concern or grievance about your telehealth visit verbally or in writing with your provider/staff.
- in the planning of the next telehealth visit or follow-up actions.

5. Family & Support

You have the right to...

- have anyone you choose (family member, support person) with you during your telehealth visit.

2. Ask

You have the right to ask...

- your provider/staff questions about logging on to, and assistance with, the telehealth platform.
- any other people observing your telehealth visit to leave the room or discontinue viewing/listening to your visit.
- questions and receive information related to the confidentiality & privacy of your visit & information.
- for an in-person visit if the telehealth visit will not meet your family's needs.

4. Access

You have the right to access...

- a telehealth visit in your primary language with interpretation services.
- any plans of care, orders or action items, either in writing or through an online portal, from the visit.
- accommodations for vision, hearing and speech for your telehealth visit.

6. Discuss

You have the right to agree or disagree...

- with plans of care or ask for a review of or changes to plans during a telehealth visit.

7. STOP You have the right to STOP...

- a telehealth visit if you feel uncomfortable at any time.

