

## **Resident Fact Sheet for Provider Information Notice (PIN) 20-31-ASC, Assisting Residents with Telehealth Visits**

We have prepared this **Resident Fact Sheet** as a companion to **PIN 20-31-ASC** to inform you of guidance we've provided to your care providers concerning your care.

### **Licensee Assisting You with Telehealth Visits**

There may be times when you may want or need to have a telehealth visit with your health care provider instead of an in-person visit.

Examples of a telehealth visit include a:

- **videoconference** with both parties using a video-capable device such as a cell phone, tablet, laptop, **or**
- **teleconference** with both parties using a landline telephone or cell phone.

If you receive care through a telehealth visit and need help with things such as **setting up** or **logging on** or **assistance during the** visit, the licensee of your facility or a care provider must assist with ensuring this support is provided. You should let the facility know what type of assistance you will need both before and during the visit.

Since it may be necessary for the licensee of your facility or a care provider to be present with you during at least a portion of a telehealth visit in case any assistance is needed, they would need to help you in a way that protects your confidentiality and privacy.

### **Your Representative and Telehealth Visits**

There may be times when you need or want your representative, such as an agent in your advance health care directive, your spouse or registered domestic partner, or another person that you designate, to participate in the telehealth visit. You, the licensee of your facility or a care provider, or your representative can contact your health care provider to find out what available telehealth platforms would allow your representative to join you on the telehealth visit, i.e., through a three-way phone call or video conference platform such as Zoom.

**If you have questions, please reach out to your health care provider, the licensee of your facility or a facility care provider, or the Ombudsman, who are available to answer your questions.**