



Youth/Family Guidance for Telehealth



You previously agreed to meet with your PCE Care Manager via telehealth when you signed the PCE Informed Consent for Telehealth Services that was part of the initial packet you received. This document will provide some guidelines for the telehealth meeting we are about to hold.

PCE staff always prefer to meet with you and your family in person. However, telehealth can be very helpful during times when there are barriers (illness, inclement weather, emergency meetings, etc.) to meeting face-to-face. This guidance will help us have a productive meeting. Please feel free to ask about anything in this guidance that you do not understand.

I/We understand that:

1. I/We can ask questions and seek clarification of the video conferencing at any time.
2. I can ask for the videoconferencing to be stopped at any time.
3. Recording, taking screenshots, etc., of any kind during any telehealth meeting is strictly prohibited.
4. If we need to cancel or reschedule a meeting, I will contact the care manager prior to the scheduled meeting time.
5. The time for any meeting is specifically reserved for me/my youth and we are responsible for joining the meeting on time.
6. If I am/my youth is late, the appointment will still end at the scheduled end time.
7. If someone comes into the room during a meeting or if confidentiality is somehow affected, we agree to advise our Care Manager immediately so that we can discuss the best way to handle the situation. PCE assumes no responsibility for my/my youth's failure to participate in a meeting, in whole or in part, due to issues not caused by us, including but not limited to dead or uncharged equipment batteries; malfunctioning equipment; poor reception due to location; or failure to obtain a confidential place to participate in the meeting.
8. During a telehealth meeting, technical difficulties beyond both PCE's and your control could result in service interruptions. If this occurs, we will end and restart the meeting. If we are unable to reconnect within ten (10) minutes following any service interruption, the care manager will reach out to us to discuss or reschedule, if need be.
9. You may opt out of all future telehealth communication at any time by completing the opt out section of the Informed Consent for Telehealth.

We look forward to speaking with you!