

What You Need to Know about Telehealth at the School-Based Health Clinic

What is a Telehealth Visit at SBHC?

A telehealth visit at a School-Based Health Center (SBHC) can happen when you go to see your provider at the clinic located at one of the APS schools. While you are there, the clinic uses a computer to connect to providers at another SBHC location in Albuquerque. The provider might be connected with a live video and sound link. Another way a telehealth visit can also occur is while you are at home and you connect to a SBHC provider using a computer or electronic device. This allows you to access providers to help you without having to travel to see them.

How is my privacy protected?

- Your privacy is protected just like in a face-to-face visit
- What you and the providers say and see in live video visits happens on a special secure computer system. This means no one else can see or hear what's happening.
- We will do our best to keep your visit and results private
- Telehealth visits are not recorded

What are the possible risks?

- There could be problems with the computer connection. Then the school-based health providers may not be able to learn important things. Or the visit may have to be re-scheduled.
- We are very careful to keep telehealth visits secure. But it is possible that our security could fail. If this happens, there is a chance your medical information may not stay private.

What Are My Rights with Telehealth Visits?

- You can stop the visit at any time. You just need to say you want to stop.
- You don't have to have more telehealth visits if you don't want to, even if your doctor thinks it would be a good idea.
- You have the right to be told of everyone who is in the room at the SBHC clinic during live video visits. You also have the right to know about anyone who needs to come into the room. For example, if there is a problem with the computer a technical person might need to come in to fix it. If you want to, you may leave the room until that person is gone. You may also ask a person to leave if you want them to.
- You have the right to a copy of your medical records. You can get a copy by following the regular steps at your clinic.
- You or your insurance might be billed by UNM Medical Group SBHC for the visit. Ask the front desk of any questions about billing you may have.