

Black River Healthcare Clinic Offers Telehealth Services for Behavioral Health.**What is Telehealth?**

Telehealth, also referred to as telemedicine, is the use of medical information exchanged from one site to another via electronic communications to improve patients' health status.

What form of Telehealth does Black River Healthcare Clinic use?

At BRHC, we use visual/audio technology to perform our telehealth visits. This is done through a computer screen through the patients' online portal page.

Is Telehealth safe/secure?

We use an electronic system that incorporates network and software security protocols to protect the confidentiality of patient identification and data. In very rare instances, security protocols could fail, causing a breach of privacy and personal information.

The laws that protect privacy and the confidentiality of medical information also apply to telehealth. No information obtained in the use of telemedicine which identifies a patient will be disclosed to researchers or other entities without prior consent.

Will my telehealth visit be recorded?

No, telehealth visits are not recorded.

How do I schedule an appointment?

You can have your primary care provider send us a referral or you can call to make an appointment yourself. During this appointment, four things will happen:

1. We will ask for your general information, including insurance information, and sign you up for access to our patient portal if you don't already have this.
2. We will call your insurance company to obtain a prior authorization for the visit. It is still your responsibility to make sure that you have behavioral (or mental) health coverage.
3. After we receive authorization from your insurance, we will call you to set up your first appointment in clinic.
4. We will then send out a packet of information and forms to be completed prior to your visit.

Why do I have to come into the clinic if this is through Telehealth?

We ask that you come to the clinic for your first appointment. This is so we can obtain proper documentation and signatures. It's also to make sure that telehealth is a good fit for you and the counselor.

After your first appointment, you can complete the rest of your appointments without coming into the clinic, so long as you are in the State of Wisconsin at the time of the visit and have a private, secure location free from

distractions. If you do not have a good internet connection at home and are not able to make it through a visit, the therapist may request that you come to the clinic for future appointments.

You are always welcome to come to the clinic if you do not have a private location available to you.

How do I get logged in during my visit?

You will need to have an email address in order to be set up with our patient portal. You will then log into your patient portal for the duration of your visit.

Can I still use telehealth if I don't have an email?

In order to participate in Telehealth, you will need to have an email address. We are happy to help you set one up if needed.

How do I sign and exchange paperwork via telehealth?

We use Adobe Sign to send you documents to complete prior to your visits. All you need to do is complete and send back the documents. Instructions will be provided to you.