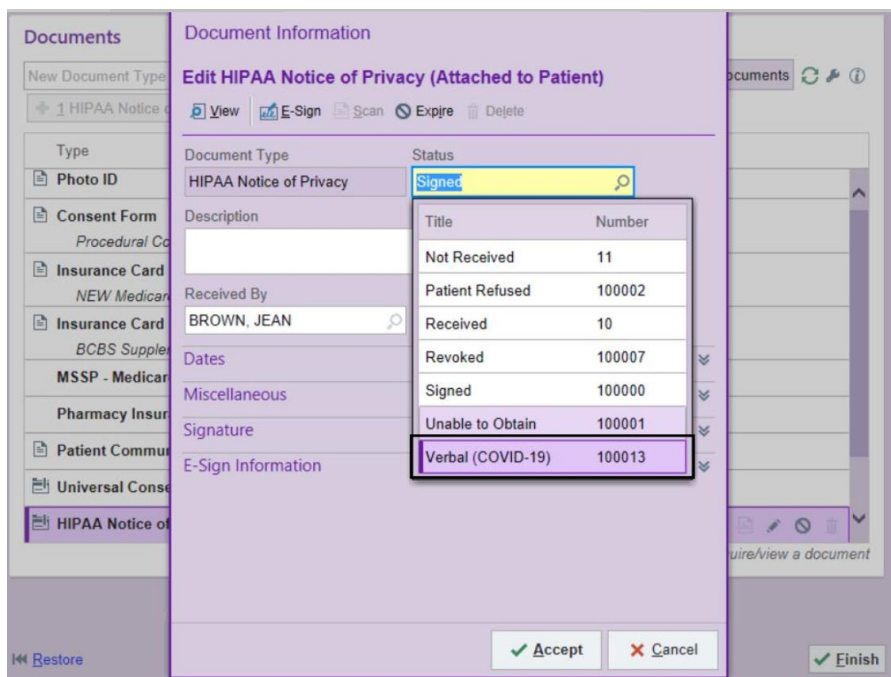


COVID-19 Telehealth Registration & Verbal Consent

Registration Step by Step

1. From the DAR, review appointments scheduled with the telehealth visit types for complete registration. If there are missing items, place an outbound call to the patient to complete registration up to 4 hours in advance of the visit or 24 hours after.
2. New patients and patients whose consents have expired need to provide verbal consent to be treated since
 - a. In the Documents Table, select the Universal Consent and HIPAA Notice of Privacy Practices document type and add a status of **Verbal (COVID-19)** – this status should only be used for this workflow, nothing else
 - b. This status will allow us to easily identify these patients later to obtain actual signatures



Script to use when a Universal Consent has expired:

Northwestern Medicine requires an annual consent from all patients. Due to the COVID-19 restrictions, Northwestern Medicine is temporarily obtaining these consents verbally. Your agreement today allows Northwestern Medicine to proceed with treatment and billing.

Upon resumption of in-person visits, your verbal consent will expire and you will be asked to provide your annual consent again.

To learn more or to read the actual consent document, you can visit NM.org and click on "Patient Rights and Policies" on the bottom left of the website.

Do you consent to proceed with treatment and billing?

Script to use to obtain an acknowledgement of the Notice of Privacy Practices:

For any new patient, Northwestern Medicine provides a Notice of Privacy Practices and obtains an acknowledgment that the patient was offered a copy. Due to the COVID-19 restrictions, NM is temporarily obtaining acknowledgements verbally.

Upon resumption of in-person visits, your verbal acknowledgement will expire and you will be asked to provide your NoPP acknowledgement again.

To learn more or to read the actual *Notice of Privacy Practices* document, you can log into your Northwestern Medicine MyChart account and click on “Consent to Care” under *Resources*. You can also visit NM.org and click on “Patient Rights and Policies” on the bottom left of the website.

If you would prefer, Northwestern Medicine can send you a copy via email or postal mail.

Do you acknowledge that Northwestern Medicine offered you a copy of the Notice of Privacy Practices?