



## **UNDERSTANDING YOUR CONSENT TO CARE VIA TELEHEALTH**

Q Care Plus, part of Avita Care Solutions, was created to provide the best possible care within vulnerable communities. We understand care changes and our patients require a medical team of open-minded, sex-positive, gender-affirming providers who have their patient's best interests at heart. Our diverse, purpose-driven team works hard to remove barriers and meet people where they are.

Our Community Focused Care Management Solution allows patients to connect to expert providers when needed. Through convenient lab options (at-home or in-person), patients have the flexibility they need to access care. We are honored that you have selected Q Care Plus as your health care provider, and we want you to know about your rights and responsibilities. We do not discriminate on the basis of age, race, color, origin, religion, sex, disability, economic status, educational background, gender identity or expression, sexual orientation, marital status, or other category protected by law.

This information is to help you understand the scope of our services and your rights and responsibilities as a patient of Q Care Plus. Our services are not a crisis management or emergency care service. If you are in crisis, including at risk of harm to yourself or someone else, or if you cannot wait to be scheduled to be seen, please seek emergency services via the nearest emergency room or by calling 911. The National Suicide Prevention Lifeline is available as a resource in any crisis at 988 or 800.273.8255.

### **Your appointment experience**

You understand that our providers offer virtual health care services. When scheduling your visit, please be respectful of the provider's time. We understand that events arise that may prevent you from attending a scheduled telehealth visit. When possible, please contact us no less than 24 hours in advance to notify us of a cancellation or to reschedule your appointment for a different date or time. We recommend logging on for your appointment five (5) minutes early to make sure you have time to resolve any sound or video challenges you may encounter.

We want your visit with our provider to be candid, private, and free from distractions. Try to find a location for your visit where you feel comfortable and can actively engage in discussion about your health care needs. Our providers are focused on your health and wellbeing. That means they want to take the time to understand your history, current needs, and work with you to develop an ongoing plan of care to address your needs. If you have any questions about the care your doctor recommends, please ask. Your provider is pleased to provide any education and explanation you need.

We also understand that circumstances change. If at any time you have trouble obtaining a prescription drug that your Q Care Plus provider has prescribed, please let us know. There may be financial assistance programs and/or alternative ways to assure you have timely access to your prescription drugs.

The care your Q Care Plus provider offers may involve initial and/or ongoing laboratory tests, including HIV testing. It is imperative that you adhere to recommended testing because certain medications require a review of test results before your drug regimen can begin or continue. Please immediately notify your provider if you anticipate any barriers to completing laboratory testing and/or adhering to your prescribed drug regimen.

### **Your right to privacy and confidentiality**

All Q Care Plus providers and employees are required to keep your protected health information (PHI) and all information contained in your patient record confidential. PHI is any information in a medical record that can be used to identify an individual such as private information, and that was created, used, or disclosed while providing a health care service, such as a diagnosis or treatment. This includes conversations between you and your provider about treatment. It also includes billing information and any patient-identifiable information in our computer systems.



Q Care Plus maintains strict policies and procedures regarding the collection, use, and disclosure of patient PHI including: routine uses and disclosures of PHI; use of authorizations; access to PHI; internal protection of oral, written, and electronic PHI across the organization; and protection of information disclosed to and used by business associates. Some state and local health departments require that we report confidential positive HIV test results to them. All required reporting is done in accordance with applicable federal, state, and local privacy laws. You have the right to be advised of these policies and procedures regarding the disclosure of clinical records which are made available to you by reviewing our privacy practices on our website.

You can request to review and receive copies of your medical records, subject to legal restrictions and any appropriate copying or retrieval charges. You can also designate someone to obtain your records on your behalf by submitting your request in writing to our Privacy Office. To review, receive, or release copies of your medical records, you must complete and submit an appropriate written authorization to our Privacy Office. The Privacy Office can provide you with the appropriate form(s) and tell you how to request your records or an amendment to your records.

### **Keep us informed**

We will help assist you with navigating your benefits, including prior authorizations where applicable. It is your responsibility to provide us with timely, accurate information regarding your benefits or insurance coverage. If you do not have insurance coverage, we will provide you with information about patient assistance programs that may be available to you to help cover your cost of care.

Provide us with accurate contact information. This includes changes to your address or telephone whether temporary or permanent. Our ability to contact you timely is important should changes to your care or availability of your provider arise.

Follow your plans of treatment and instructions to care you agreed to with your health care providers. It is important to seek clarification from your provider if you don't fully understand your treatment plan, the purpose and effects of drugs prescribed to you, or what is expected of you to achieve your healthiest self. You are also responsible for telling your provider if you believe you cannot follow through with your treatment plan so that they can inform you of potential consequences to your health.

**IMPORTANT NOTICE:** Q Care Plus is not a Medicare, Medicaid, TRICARE, or other government-assisted health care program participant. We do not bill these programs for your services. These programs may not pay for medication prescribed by your Q Care Plus provider. If at any time you have trouble obtaining a prescription drug that your Q Care Plus provider has prescribed, please let us or your pharmacist know. There may be financial assistance programs and/or alternative ways to assure you have timely access to your prescription drugs.