

Consent for Virtual Services

I understand that I have the following rights and responsibilities with respect to Virtual Services:

1. I have the right to withhold or withdraw consent at any time without affecting my right to future services nor risking the loss or withdrawal of any program benefits to which I would otherwise be entitled.
2. While the Pregnancy Support Center of Southside Virginia is not bound by privacy laws, such as HIPAA, the center does make every attempt to protect the privacy of our clients, in a manner that would be acceptable under HIPAA. With that in mind, I understand that the laws that protect the confidentiality of my medical information also apply to telemedicine. As such, I understand that the information disclosed by me during the course of my sessions is generally confidential. However, there are both mandatory and permissive exceptions to confidentiality, including, but not limited to reporting child, elder, and dependent adult abuse; expressed threats of violence towards an ascertainable victim; and where I make my mental or emotional state an issue in a legal proceeding.
3. I understand that by participating in virtual consultation services, there are some increased risks to the privacy of my information. The Pregnancy Support Center of Southside Virginia prefers to use only HIPAA-compliant platforms to transfer information and conduct services. I understand that if I voluntarily choose to transmit information via other, non-secure means (text, email, social media, etc.) then there is an increased risk that my information could be intercepted by a third-party, and I am accepting the liability for that risk.
4. The Pregnancy Support Center will initiate contact and information transfer through the following secure platforms:
 - BrightCourse, for virtual educational information.
 - eKyros CenterPiece (cpintake.ekyros.com) for virtual intake forms.
 - Client Portal

The Pregnancy Support Center may send appointment reminders or invitations for virtual services by email or text, and I understand that the nature of such a message is not subject to privacy restrictions (or HIPAA) as it does not contain personal health or sensitive information. However, if I voluntarily choose to respond to such communication with personal information, I am accepting that risk (see item 3).

5. The Pregnancy Support Center will ensure that all personnel conducting virtual consultation sessions will do so in a quiet, private setting suitable for confidential conversation. The center strongly encourages that I do the same, with the following recommendations:
 - Identify a quiet, private and comfortable space, with a strong cellular or Wi-Fi connection. A room with a locked door is recommended.
 - If possible, wear a headset or other device to minimize the likelihood of being overheard.
 - If using a mobile device, turn it on silent and set it to "Do Not Disturb."
 - Familiarize yourself with the platforms in advance of your appointment time.

I understand that my privacy may be compromised if anyone can overhear my conversation(s).

6. I understand that by participating in virtual services and consultation sessions, that I am consenting to such services, that I understand the risks associated with these services, as described herein, and I release the Pregnancy Support Center of Southside Virginia from any related liability.