

Arboretum Clinical Informed Consent for Virtual Care

Arboretum Clinical, LLC makes genetic testing, genetic counseling, and related clinical services available on a virtual care, or “telehealth,” platform (“Virtual Care Services”). Telehealth involves a health care provider delivering health care services via electronic communications to a patient who is not in the same physical location as the provider.

This Virtual Care Consent (“Consent”) explains Arboretum Clinical’s Virtual Care Services, including possible benefits, limitations, and risks, so that you decide whether Virtual Care Services are right for you.

What are Virtual Care Services? Virtual Care Services involve a two-way, synchronous audio-video exchange (often called a “video visit”) between you and one of Arboretum Clinical’s genetic counselors, physicians, or other licensed healthcare providers. Subsequent communications may involve synchronous audio-only communication (e.g., telephone calls), asynchronous messaging via email, text message, or electronic portal, or some combination of the above. You aren’t required to receive Virtual Care Services and can always choose to get genetic counseling or related clinical services in-person instead of Arboretum Clinical’s Virtual Care Services. You also understand that the healthcare provider delivering Virtual Care Services will determine whether Virtual Care Services are right for you and may refer you to in-person care. Arboretum Clinical can provide information about in-person providers upon request.

Potential Benefits of Virtual Care Services. Utilizing Virtual Care Services instead of in-person genetic counseling or related clinical services can make obtaining care easier, more efficient, and less expensive.

Potential Risks of Virtual Care Services. Telehealth technology involved in the Virtual Care Services can always fail, which may result in delays. Data security protocols or safeguards can also fail, which could result in a breach of your personal information. Virtual Care Services are not for emergencies; if you have an emergency, call 911 or seek emergency care. If the technology fails or your provider determines that virtual care is not appropriate, you may need to reschedule, use another communication method, or seek in-person care. You agree to hold Arboretum Clinical harmless for information lost due to technical failures.

The details of your Virtual Care Services interaction may become part of your clinical records, just as they would in an in-person interaction with your health care provider.

By agreeing to this Consent, you agree to the terms outlined above, confirm that you have had any questions regarding the Virtual Care Services answered, and provide your consent to receive Virtual Care Services from Arboretum Clinical, LLC and/or the healthcare providers involved in your care.