

Village Physicians Telemedicine Benefits and Risks

General Overview

Under Texas law, physicians or health professionals licensed in Texas are able to provide health care services to patients located at a different physical location than the physician or health professional using telecommunications or information technology. This is referred to as “telemedicine medical service” or simply “telemedicine.”

Risks and Benefits

The practice of telemedicine can greatly enhance the availability of physicians and health care professionals in rural areas or situations in which the patient is unable to get to a doctor’s office. Texas law regulates the practice of telemedicine and seeks to make it safe and efficient.

Regardless of whether the health care services are provided in-person or via telemedicine, Village Physicians are required by law to keep any physician/patient communication confidential and are also required to adhere to all federal and state laws governing the privacy of health information and medical records.

Village Physicians, when providing telemedicine, are subject to the standard of care that would apply to the provision of the same health care service or procedure in an in-person setting.

Treatment of chronic pain with scheduled drugs through use of telemedicine is prohibited by Texas law.

Patient should be aware of instances when telemedicine is not the proper course of treatment. For instance, a physician cannot provide effective emergency treatment of life threatening conditions through telemedicine. **Please call 911 for any life-threatening or emergency situations.**

Patient should have an established physician/patient relationship with a primary care physician. If you do not have a primary care physician, feel free to talk to Village Physicians about establishing one.

It is possible that the telecommunications or information technology used to provide telemedicine may be disrupted. This disruption can be caused by multiple events, including natural events and human error. Because of this, Village Physicians ask that the Patient have multiple ways to contact him/her on file with Village Physicians. In the case of disruption of the services used to provide telemedicine, Village Physicians will attempt to reconnect with Patient. If unsuccessful, Village Physicians will attempt to contact Patient through an alternative way to contact Patient on file. If the services used to provide telemedicine are not restored, Patient should make arrangements to seek medical attention in-person with a primary care physician, Village Physicians, or other licensed health care professional.

Should you have any questions regarding telemedicine or any treatment offered by Village Physicians, please contact Village Physicians.

Complaints

NOTICE CONCERNING COMPLAINTS. Complaints about physicians, as well as other licensees and registrants of the Texas Medical Board, including physician assistants, acupuncturists, and surgical assistants may be reported for investigation at the following address: Texas Medical Board, Attention: Investigations, 333 Guadalupe, Tower 3, Suite 610, P.O. Box 2018, MC-263, Austin, Texas 78768-2018, Assistance in filing a complaint is available by calling the following telephone number: 1-800-201-9353, For more information, please visit our website at www.tmb.state.tx.us.

AVISO SOBRE LAS QUEJAS. Las quejas sobre médicos, así como sobre otros profesionales acreditados e inscritos del Consejo Médico de Tejas, incluyendo asistentes de médicos, practicantes de acupuntura y asistentes de cirugía, se pueden presentar en la siguiente dirección para ser investigadas: Texas Medical Board, Attention: Investigations, 333 Guadalupe, Tower 3, Suite 610, P.O. Box 2018, MC-263, Austin, Texas 78768-2018, Si necesita ayuda para presentar una queja, llame al: 1-800-201-9353, Para obtener más información, visite nuestro sitio web en www.tmb.state.tx.us.