

Telehealth Consent

You are receiving this Telehealth Consent because you are participating in certain Renewal Services facilitated through Express Exam. Such Renewal Services provided by a network of clinical providers (collectively, the "Providers," and, individually, a "Provider") using the Express Exam platform may constitute telehealth. This Telehealth Consent does not modify or supersede any Terms of Service or Privacy Policy of Express Exam or the Providers, rather it supplements those terms and documents. All capitalized terms used in this Telehealth Consent but not defined herein have the meanings assigned to them in the [Terms of Service](#).

By checking the box, you indicate that you have reviewed the risks as described herein. A record of this Telehealth Consent is maintained in the files and records of the applicable Provider delivering your services.

What is Telehealth?

Telehealth involves the delivery of health and wellness services using electronic communications information technology or other means between a healthcare professional and a patient who are not in the same physical location about a clinical matter. The Renewal Service incorporates the exchange of images, videos, and relevant personal health information and other data between physicians and patients.

What are the Possible Benefits of Telehealth?

Telehealth can be easier and more efficient method for you to access health and wellness services. You can obtain health and wellness services at times that are convenient for you. You can interact with health professionals without the necessity of an in-person appointment.

What are the Possible Risks of Telehealth?

As with any healthcare service, there are potential risks associated with the use of telehealth. The information transmitted to your health professional may not be sufficient to allow for requested telehealth services. As all data exchanged is in a digital format, in rare instances a data breach may enable increased access to your health data. The technology necessary to interact with your health professional may fail and delay your services. Importantly the Renewal Services are limited to a specific set of health services, thus you will need to seek additional vision care services to meet other potential needs.

By accepting this Telehealth Consent, you acknowledge your understanding and consent to the following:

- I have reviewed this Telehealth Consent carefully, and understand there are risks, limitations, and benefits of utilizing telehealth and telemedicine.
- I understand that by using Express Exam, I am not speaking or messaging with my health professional in real time, and there may be a delay before my messages or information is reviewed. I understand that I must check Express Exam for messages because this is the way that health professionals will communicate important information to me. I understand that if I don't check Express Exam regularly, then my services may be delayed.
- I understand that information I provide as part of any telehealth offering is viewed as accurate, true, and complete.
- I understand that the electronic nature of the telehealth services means that there is a greater risk to the privacy of my health information.
- I understand that while the use of telehealth may provide potential benefits to me, no such benefits or specific results can be guaranteed.
- I understand the Renewal Services are a very specific and limited set of services and I need to seek other resources for my other health needs. In particular, I understand that the Renewal Services are not a comprehensive eye examination, and should not be considered, or used as a substitute for, a comprehensive eye examination.
- I understand that my Provider may, in his or her independent professional opinion, determine that I am not eligible for the Renewal Services through Express Exam and I may need to seek alternative appropriate options.

Additional State-Specific Disclosures: The following disclosures apply to users accessing Express Exam for the purposes of participating in a telehealth visit as required by the states listed below:

Iowa: I have been informed that if I want to register a formal complaint about a provider, I should visit the medical board's website, here: <https://medicalboard.iowa.gov/consumers/filing-complaint>

Idaho: I have been informed that if I want to register a formal complaint about a provider, I should visit the medical board's website, here: <https://bom.idaho.gov/BOMPPortal/AgencyAdditional.aspx?Agency=425&AgencyLinkID=650>

Kentucky:

I have been informed that if I want to register a formal complaint about a provider, I should visit the medical board's website, here: <https://kbml.ky.gov/grievances/Pages/default.aspx>

Maine: I have been informed that if I want to register a formal complaint about a provider, I should visit the medical board's website, here: <https://www.maine.gov/md/discipline/file-complaint.html>

Rhode Island: I have been informed that if I want to register a formal complaint about a provider, I should visit the medical board's website, here: <https://health.ri.gov/complaints/>

Texas: I have been informed of the following notice:

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

Vermont: I have been informed that if I want to register a formal complaint about a provider, I should visit the medical board's website, here: <http://www.healthvermont.gov/health-professionals-systems/board-medical-practice/file-complaint>; or

Board of Osteopathic Examiners can be found at: <https://www.sec.state.vt.us/professional-regulation/file-a-complaint-employer-mandatory-reporting.aspx>

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