

## RE: BCBSVT S.50 Testimony

Brian Murphy <murphyb@bcbsvt.com>

Sent: Tue 4/11/2017 1:14 PM

To: Jennifer Carbee; Loring Starr; Rebecca Heintz

Cc: Samantha Nelson

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### INFORMED CONSENT FOR SERVICES PERFORMED BY ONLINE CARE NETWORK (OCN) (dba "American Well")

We are providing this information on behalf of OCN:

Telemedicine involves the use of electronic communications to enable health care providers at sites remote from patients to provide consultative services. Providers may include primary care practitioners, specialists, and/or subspecialists. The information may be used for diagnosis, therapy, follow-up and/or education, and may include live two-way audio and video and other materials (e.g. medical records, data from medical devices).

The communications systems used will incorporate network and software security protocols to protect the confidentiality of patient information and will include reasonable measures to safeguard the data and to ensure its integrity against intentional or unintentional corruption.

An encounter summary will be provided to the patient at the end of each encounter which may be kept for the patient's records and may be shared with the patient's local primary care or other provider, as appropriate.

#### Anticipated Benefits of Telemedicine:

- Improved access to medical care by enabling a patient to remain at his or her home or office while consulting a clinician.
- More efficient medical evaluation and management.

#### Possible Risks of Telemedicine:

As with any medical procedure, there are potential risks associated with the use of telemedicine. OCN believes that the likelihood of these risks materializing is very low. These risks may include, without limitation, the following:

- Delays in medical evaluation and consultation or treatment may occur due to deficiencies or failures of the equipment.
- Security protocols could fail, causing a breach of privacy of personal medical information.
- Lack of access to complete medical records may result in adverse drug interactions or allergic reactions or other negative outcomes.

By accepting these Terms of Use, you acknowledge that you understand and agree with the following:

1. I understand that the laws that protect privacy and the confidentiality of medical information also apply to telemedicine; I have received the OCN Notice of Privacy Practices which explains these issues in greater detail.
2. I understand that telemedicine may involve electronic communication of my personal medical information to medical practitioners who may be located in other areas, including out of state.
3. I understand that I may expect the anticipated benefits from the use of telemedicine in my care, but that no results can be guaranteed or assured.

Brian Murphy | Director of Vendor Management | Blue Cross Blue Shield of VT | O 802.371.3322 | C 802.498.4733

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**From:** Jennifer Carbee [<mailto:JCarbee@leg.state.vt.us>]

**Sent:** Tuesday, April 11, 2017 11:39 AM

**To:** Brian Murphy <[murphyb@bcbsvt.com](mailto:murphyb@bcbsvt.com)>; Loring Starr <[lstarr@leg.state.vt.us](mailto:lstarr@leg.state.vt.us)>; Rebecca Heintz <[heintzr@bcbsvt.com](mailto:heintzr@bcbsvt.com)>

**Cc:** Samantha Nelson <[nelsons@bcbsvt.com](mailto:nelsons@bcbsvt.com)>

**Subject:** Re: BCBSVT S.50 Testimony

Can you please send me the American Well language? Thanks.

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Vermont Legislative Council  
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