



2. Telehealth

Overview

Impireum® provides accessible and convenient mental health care through our telehealth services. This policy outlines our practices, requirements, and guidelines for patients utilizing our Telehealth platform.

2.1 Telehealth Services

Service Description

Our Telehealth services involve the use of interactive audio, video, or data communications for:

- a. Health care delivery
- b. Assessment
- c. Diagnosis
- d. Consultation
- e. Treatment

2.1.1 Telehealth visits are reserved for clinically appropriate circumstances such as brief follow-up consultations or wellness check-ins. New evaluations, prescription renewals, and medication management visits (especially those involving controlled or high-risk medications) require an in-person appointment. Exceptions may be granted only with documented justification and in accordance with federal and insurance guidelines. **For insurance and federal guidelines, please contact your insurance carrier for more details.**

2.1.2 ***This policy only applies to patient treatments covered by insurance. It does not apply to self-pay patients.***

2.1.3 Telehealth services include the communication of mental health information, both orally and visually, to healthcare practitioners located in the state of Texas. These services provide access to mental health care that may not otherwise be available due to mental health, physical, resource, or geographic limitations.

2.2 Patient Rights and Responsibilities

2.2.1 Patient Rights

1. **Right to Withdraw:** Patients may withdraw consent to Telehealth services at any time



2. **Access to Records:** Patients have the right to access their mental health records in accordance with Texas state law
3. **Alternative Care Options:** Patients may request in-person care if preferred or if recommended by their provider

2.2.2 Service Limitations

- a. Telehealth services may not be as complete as face-to-face services
- b. Technical failures may disrupt or distort the transmission of medical information
- c. Results cannot be guaranteed
- d. Providers may refer patients to in-person care when clinically appropriate

2.3 Appointment Guidelines

2.3.1 Preparation Requirements (DO's)

- a. **Link Access:** Patients receive a Telehealth GoToMeeting Provider link the day prior to appointments
- b. **Browser Requirements:** Use the latest version of Google Chrome for optimal performance
- c. **Device Preparation:** Ensure devices are fully charged with functioning audio and video
- d. **Environment:** Select a well-lit, private, and confidential space with no one else within hearing range
- e. **Materials:** Prepare questions and have prescriptions or supplements available
- f. **Timing:** Log in 5 minutes prior to scheduled appointment time
- g. **Late Policy:** Appointments are marked as "no-show" if patients are more than 10 minutes late, incurring applicable fees

2.3.2 Prohibited Actions (DON'Ts)

- a. **Vehicle Sessions:** Telehealth sessions are not permitted while in moving vehicles
- b. **Unauthorized Attendees:** No unauthorized individuals may be present during sessions
- c. **Minor Requirements:** Minors must have a legal guardian or adult present during all sessions

2.4. Safety and Privacy Protocols

2.4.1. Session Security

- a. Sessions will be terminated immediately if:
 - I. Patient is in a moving vehicle
 - II. Unauthorized individuals are present
- b. Our Telehealth platform is HIPAA-compliant to protect privacy and confidentiality



2.4.2. Confidentiality

Medical information disclosed during Telehealth sessions is protected under the same laws as in-person services. Exceptions to confidentiality include:

- a. Mandatory reporting of child, elder, or dependent adult abuse
- b. Expressed threats of violence
- c. Legal proceedings involving the patient's mental or emotional state

2.5 Technology Requirements

2.5.1 Minimum Requirements

- a. Functional device with camera (laptop, PC, tablet, or smartphone)
- b. Broadband internet connection or reliable cellular connection
- c. Capability to download required applications or software

2.5.2 Technical Support

In case of technology failure, patients should contact Impireum Psychiatric Group® by phone at (877) 631-0010 to coordinate alternative methods of treatment.

2.6. Recording Policy

Impireum® may record Telehealth sessions as part of standard practice for quality assurance and clinical documentation purposes.

2.7 Financial Policies

2.7.1 Insurance Coverage

- a. **Patient Responsibility:** Patients must contact their insurance company to determine Telehealth coverage and out-of-pocket costs
- b. **Direct Billing:** Insurance benefits are paid directly to Impireum Psychiatric Group®
- c. **Information Release:** We are authorized to release information required for claim processing

2.7.2 Self-Pay Patients

- a. Fees are disclosed at time of scheduling
- b. Payment is due at time of service
- c. Cancellation fees apply according to our standard cancellation policy



2.7.3 Payment Methods

- a. **Accepted Payment:** Credit or debit card only
- b. **Billing Schedule:** Cards are billed on the day of scheduled appointment
- c. **Declined Payments:** Appointments will be canceled if payment is declined

2.8 Scheduling and Availability

2.8.1. Regular Services

- a. Telehealth appointments are available during provider's normal clinic hours
- b. Services are considered outpatient care

2.9. New telehealth platform: faster, easier, more reliable

To provide a smoother virtual experience, **effective Monday October 20, 2025, all patients are required to connect directly to our reliable HIPAA-compliant video system via RingCentral.**

- **Instant, direct connections** for scheduled telehealth visits.
- **Join from any device** with a secure link sent before your appointment.
- **HIPAA-compliant** video to protect your privacy.

Please download the free [RingCentral Video app](#) on your phone, tablet, or computer before your next virtual visit:

Download Now



2.8.2. Emergency Services

Telehealth is not a substitute for emergency or crisis services. For emergencies:

- a. Contact your local crisis line
- b. Dial 911
- c. Visit your nearest emergency room