

# Informed Consent

Cornell Health strives to provide high-quality care that recognizes the experiences, values, and needs of the individuals who comprise Cornell's diverse community. We are staffed by a variety of medical and mental health professionals to assist you in addressing your physical and emotional concerns. To provide you with the highest quality of care, Cornell Health utilizes an integrated treatment approach. Our clinicians from diverse disciplines work collaboratively as a team to optimize your well-being through prevention and intervention. Your care provider will assist you in deciding which services are most appropriate for you based on your presenting concerns, unique experiences, and goals for treatment. This may involve in-person services, telehealth services, or a combination of both.

## **Informed Consent for Treatment**

Participating in Cornell Health services can result in a number of benefits to you, including improvement or resolution of the specific concerns that led you to seek care, a better understanding of yourself, enhanced coping skills, and improved interpersonal and academic functioning. Achieving these benefits requires an open and honest relationship with your provider and a personal effort to follow through with your treatment plan in order to reach your goals. For example, it will be important for you to take medication as prescribed, follow an agreed upon exercise plan, practice a new skill, or write in a journal. There are risks associated with any treatment, such as worsening symptoms, emotional discomfort, or allergic reactions to medications. Please contact your provider if you are experiencing any problems adhering to your treatment plan or concerns about your care. We will work with you to address those problems or unexpected treatment outcomes.

Cornell Health participates in the teaching mission of the university. Therefore, professional students in training, such as medical students, nursing students, physical therapy students, medical residents, social work interns and psychiatric residents, and others, may participate in your care under close supervision of a licensed professional. You have the right to decline if you do not wish for a student to be involved in your care.

In order to ensure the highest quality mental health care through Counseling and Psychological Services (CAPS) and to comply with professional training standards, all services provided by intern level trainees at CAPS are video recorded as part of their professional training. These recordings are used only for agency supervisory purposes and kept strictly confidential. Your written consent will be obtained prior to any video recording.

Photographs of wounds or skin conditions may be taken by our medical staff and will become part of your health record. Your written consent will be obtained prior to any photographs being taken.

You have the right to withdraw from any of our services at any time. Please consult with your provider or their clinical supervisor if you have any concerns about your care, and/or talk with a Patient Advocate (see below).

## **Cornell Health Policies**

### ***Confidentiality:***

Cornell Health takes its commitment to the confidentiality of patient/client health information very seriously. All information discussed within office visits and sessions, including in person or telehealth, is confidential and no clinical documentation will appear in any academic records. In most cases, your written and signed authorization is required before information concerning your care can be disclosed to individuals outside of Cornell Health, such as parents, roommates, friends, partners, staff and faculty members. However, there are certain exceptions. These exceptions are explained in the Cornell Health's Notice of Privacy Practices available at <https://health.cornell.edu/about/confidentiality-patient-rights>.

A copy of the Notice of Privacy Practices is also available to you at the point of service.

### ***Electronic Health Records:***

All protected health information in the electronic medical record is stored in a secure data center and is encrypted. Only authorized staff members have access to your health information, and then only with clinically relevant, treatment based-reasons. Audit logs are monitored to ensure appropriate access. Despite these rigorous precautions, there is a remote chance that a breach could occur. In the unlikely event of such a breach, you will be notified as required by law. You have the right to request and inspect electronic health record documentation and you may receive copies of your electronic health information. In most cases your electronic health record will be destroyed 7 years after ineligibility from the University.

### ***Emergency Procedures:***

Should an emergency or urgent situation arise, Cornell Health has triage providers available during normal hours of operation to assist you and after-hours nursing and counseling consultation services.

Cornell Health has a responsibility to contact emergency services, police services, and/or your designated emergency contact in the event of an emergency or if there is concern for your safety or the safety of others.

If your pre-appointment questionnaires or surveys indicate a medical emergency, thoughts of suicide, inability to care for your own safety, and/or thoughts of hurting others and you do not show for your appointment or you end your appointment prior to addressing critical issues, a Cornell Health provider will reach out by means such as phone and/or secure message through the myCornellHealth patient portal. If we are unable to reach you, we may contact police services to perform a welfare check on you (at home, work, etc.) to ensure you are safe, and/or may reach out to your designated emergency contact.

After-hours:

- Emergencies - in an emergency (medical, mental health, alcohol/drug-related)
- Call 911
- Or call Office of Public Safety at 607-255-1111
- Non-emergent Issues - If you have a physical or mental health concern, you can call us for consultation and support. Service providers will help you determine what care is needed, and how, when, and where to get it.
- Call 607-255-5155 and follow the prompt to ...
- Consult with a nurse or
- Consult with a mental health provider
- For more information visit <https://health.cornell.edu/get-care/emergencies-after-hours-care>

***Compliments or Complaints:***

We welcome and appreciate your feedback to assist us in providing the highest quality of care. Cornell Health has Patient Advocates who can work with you if concerns, needs, or questions arise that were not (or could not be) addressed by staff members directly involved in your visit. To contact a Patient Advocate call 607-255-5155 during business hours, stop at any Cornell Health reception desk, contact us through our feedback form available at <https://health.cornell.edu/feedback>, or email the Patient Advocates (see <https://health.cornell.edu/about/patient-advocacy>).

***Communication:***

It is Cornell Health's normal practice to securely communicate with you through the myCornellHealth patient portal about health matters, such as the results of a lab test. Sometimes Cornell Health may contact you by email notification, secure message, phone, text message or leave messages on your voicemail. Voicemail, email and text messages will be very generic in nature regarding important notifications (e.g., appointment reminders, notifications that test results are available, a prescription is ready, or that a secure message waiting for you on the portal). You can update your preferences for text or email reminders in the myCornellHealth patient portal under "Profile." You have the right to request that Cornell Health communicates with you in a different way, and Cornell Health will agree to reasonable requests. Email is not a secure or confidential means of communication. To protect confidentiality, Cornell Health (unless we have obtained written consent to do so) will not communicate with you by way of email except for notification reminders. Electronic communications you send to Cornell Health should be sent through the myCornellHealth patient portal. If you have questions or concerns regarding communication, please ask to speak with a staff member.

***Electronic Signature:***

Cornell Health uses electronic signatures. An electronic signature is legally binding in all respects

as a written signature would be, and you consent to the use of electronic signatures within Cornell Health.

***Release of Information within Cornell Health:***

Cornell Health uses a collaborative care approach to provide optimal care, and this requires staff to communicate various aspects of your care among team members and other departments within Cornell Health. Your information may be shared among Cornell Health staff and other departments within Cornell Health when it's relevant to your care and/or your safety (e.g., if students are receiving care across multiple services, staff involved in their care will routinely consult with one another). Cornell Health regularly conducts case reviews which may involve staff from other service areas (e.g., athletic trainers, staff from Student Disability Services or the Skorton Center for Health Initiatives). Specifically, you understand and agree that providers across the spectrum of care will have access to both your mental health and medical/primary care records.

If you have any questions, please ask a staff member. No information is released outside of Cornell Health unless allowable under FERPA or HIPAA without a prior written and signed release.

***Telehealth:***

Students enrolled in Ithaca but who are away from campus – on a university break, for study abroad, etc. – are not eligible for Cornell Health's telehealth services when out of the area. Students receiving telehealth services must be physically located on or within commutable distance from the Ithaca campus at the time of their appointment.

Students away from campus may call us about medical or mental health concerns at 607-255-5155 and may contact our pharmacy for prescription transfers at 607-255-6976.

***Patient Rights and Responsibilities:***

All students receiving care at Cornell Health have certain rights and responsibilities. A copy of Cornell Health's patient rights is posted in clinical waiting rooms, and is available from any Cornell Health staff member or at <https://health.cornell.edu/about/confidentiality-patient-rights>.

***Cost for Services:***

Cornell Health bills a student's primary insurance for services and subsidizes costs after insurance payment for students studying on the Ithaca and nearby Geneva campuses. Remaining cost is \$10 for most Cornell Health visits. There is no cost for some services (including select counseling services and preventative medical visits). Additional costs may apply for pharmacy prescriptions, many lab tests, most immunizations, and travel medicine. There are no costs for COVID-19 or flu vaccinations. For more information on costs for students, visiting students and non-students please visit <https://health.cornell.edu/get-care/cost-for-service>.

**Appointments:**

Appointments are required for most Cornell Health services, with the exception of visits to the Cornell Health pharmacy and urgent/emergency situations. Cornell Health offers both in-person and telehealth (Zoom) appointments when clinically appropriate. (See telehealth restrictions above.)

To schedule an appointment, log in to myCornellHealth using your Cornell NetID and password and click "Appointments." If you do not see an appointment type / time listed that meets your needs, please call Cornell Health at 607-255-5155 during regular business hours available at <https://health.cornell.edu/get-care/hours>.

Since the scheduling of an appointment is a reservation of time specifically for you, the failure to cancel or reschedule your appointment can result in a \$25 missed appointment fee. Additionally, if you arrive more than 5 minutes late for your appointment, you may be asked to reschedule.

As a courtesy, an appointment reminder email is made/attempted 24 hours prior to your scheduled appointment. If you are enrolled to receive text messaging appointment reminders, a text reminder is made/attempted 1 hour prior to your scheduled appointment.

**Certification:**

By clicking the "I accept" box, I am signing this form and certifying that:

- I do hereby consent to treatment at Cornell Health.
- I understand that Cornell Health staff uses a collaborative care approach to provide optimal care, and this requires staff to communicate various aspects of my care amongst teams and departments within Cornell Health.
- I understand that additional informed participation agreements/consents to treat may be required.
- authorize Cornell Health to coordinate further care, as deemed necessary or advisable by a licensed healthcare provider, with providers other than Cornell Health, including local, regional, and national providers.
- understand that I will be financially responsible for all care provided by Cornell Health and any other healthcare provider according to the terms of each healthcare provider's services.
- I consent to Cornell Health's use and disclosure of protected health information for treatment, payment and health care operations purposes. Protected health information includes, for example, health, billing and demographic information about or collected from me, whether created or received by Cornell Health.
- I have read this form, or it has been read to me, and I am satisfied that I understand its contents.
- I understand that an electronic signature is legally binding.
- My questions have been answered to my satisfaction.