



As you may have heard, the [New York State Department of Health \(DOH\) has recently lifted some restrictions](#) regarding consent to enable providers who are offering telehealth services more efficient access to patient records during the COVID-19 pandemic.

Below please find some details that should help clarify if you provide services that fall into the category of telehealth, as defined by DOH. If after reading the information you would like to collect verbal consent to access patient records through Hixny, please reach out directly to your Hixny Account Manager.

Verbal consent is an acceptable way to collect consent in connection with telehealth services.

This new direction has been given to aid specifically in telehealth efforts. Telehealth is defined by the Department of Health and Human Services (HHS) as “the use of electronic information and telecommunications technologies to support and promote long-distance clinical health care, patient and professional health-related education, and public health and health administration.”

New York State DOH defines telehealth services to include:

- Clinical services
- Diagnosis
- Consultation
- Treatment
- Education
- Care management
- Self-management

As mentioned previously, if you provide the telehealth services listed above and think that verbal consent would allow you more expedited access to patient records, please reach out directly to your Hixny Account Manager so they can get you properly set up for access, explain how documentation will work and answer any questions you may have.