Telehealth may relieve the burden placed on healthcare providers, while reducing the risk of disease transmission. To help facilitate and support this approach, NYS DOH is allowing informed, verbal, documented consent for telehealth visits in lieu of the current SHIN-NY written consent requirements (10 NYCRR Part 300). This waiver is consistent with the Governor’s State of Emergency declaration and public health authority in situations of public health emergencies.

To access patient information for your Telehealth encounter, without Healthix written consent, follow these three steps:

1. Verbal consent shall be given by a patient to a provider prior to, or during, the telehealth visit, but before accessing patient information via the SHIN-NY.

2. Patient verbal consent shall be noted by the provider in the patient’s medical record.

3. This exception to written consent shall be temporary and shall end upon declaration by the Governor that the State of Emergency has been lifted. Once this happens, patient consent must be obtained again consistent with existing SHIN-NY regulations.

It’s important to remember that telehealth verbal consent is durable only if you register “grant” consent in your registration system. If you do not send the “grant” consent value in your registration system, this will be considered temporary one-time access.

Please ensure that you document the verbal consent in a reliable way, in your EHR or patient management system. At the end of the public health emergency, as designated by New York State DOH, the methodology to obtain patient consent will be written consent only. Healthix will audit a sample of all consent types during this period.
Telehealth Access

Figure 1. Users with Break the Glass (BTG) Access: Emergency Providers.
You will see an extra box for patients who have not yet given consent.  
*Image depicts how this will appear in the Healthix Portal.*

![Image of Break the Glass Access](image1)

Figure 2. Patient has denied consent.
You will see an extra box for patients who have denied consent previously.  
*Image depicts how this will appear in the Healthix Portal.*

![Image of Denied Consent](image2)

Figure 3. No consent on file. Provider does not have BTG access.
You will see this telehealth dialogue box.

![Image of Consent Not Given](image3)

For more information:
Healthix.org/Telehealth
Call: 877-695-4749