



VERBAL CONSENT OPTIONS

Below are guidelines that HeC uses in the event that a patient cannot sign a consent form, whether in person or needs to verbally consent via telehealth. It is important to document the process that you are using to obtain consent.

When a patient cannot sign an HeC consent form and a legal representative is not available, most facilities have guidelines and a process that they employ to obtain signatures on any forms. HeC advises them to follow their internal processes to obtain an HeC consent.

If a facility does not have a process, HeC advises them to use the 2-witness approach—meaning that 2 individuals need to witness the patient’s response, either verbally, head movement, or some distinguishable way. It should be noted on the paper consent form or stored electronically in the EHR that the patient was unable to sign the form and how the consent was communicated. It is important to have a record of the consent for audit purposes.

- The facility may obtain a verbal consent using a 2-witness approach that aligns with the facility’s workflow. Some options include:
 - The scheduler may obtain the consent and act as a witness and note the patient’s choice
 - The staff member that calls to confirm the patient’s appointment may act as a witness and note/confirm the patient’s choice
 - The doctor or other healthcare professional conducting the telehealth visit may act as a witness and note/confirm the patient’s choice
 - Your facility may also have other potential options to use; remember to document the process being used

Other options to obtain consent include:

- Have patient sign a consent form the next time they visit the office in person
- Mail a copy of the consent form to the patient to be completed and returned
- Allow the patient to enter their choice in a patient portal