

Telemedicine Services Informed Consent

Effective Date: 5/15/2026

Applies to: All telemedicine services provided by Balanced BHRT to patients located in Ohio, Pennsylvania, Colorado, Indiana, Michigan, Tennessee, and Florida.

Definition of Telemedicine

Telemedicine is the use of audio and video technology services that enable healthcare providers to provide patient care remotely. A limited physical examination may take place and video, audio, and/or photo recordings may be taken with verbal consent. Balanced BHRT providers delivering care via telemedicine are licensed healthcare professionals trained in the provision of bioidentical hormone replacement therapy (BHRT).

State Licensing and Jurisdictional Requirements

Balanced BHRT providers are licensed in the states in which they practice. Telemedicine services are provided in compliance with the laws of the state where the patient is physically located at the time of service, which may differ from the state in which the patient resides. Balanced BHRT currently offers telemedicine services to patients located in the following states:

- **Ohio** – Primary practice jurisdiction; in-person location in Huber Heights.
- **Pennsylvania**
- **Colorado**
- **Indiana**
- **Michigan**
- **Tennessee**
- **Florida**

If you are located in a state not listed above at the time of your visit, please contact our office before your appointment to determine whether services are available. Providing care across state lines requires valid licensure in the patient's state; failure to disclose your location may affect your eligibility for services and the legality of any prescriptions issued.

Patient Location Verification

At the start of each telemedicine visit, your provider will confirm the state in which you are physically located. You are required to accurately disclose your location. Services and prescribing authority are determined by the laws of the state where you are located at the time of service.

New Patients

New patients for whom a telemedicine visit has been scheduled will be required to verify their identity, which may be accomplished by presenting valid government-issued photo identification over the video link or by providing a copy prior to the session or through other means arranged in advance. Once assigned a telemedicine provider for your state, if you wish to be seen while in a different state, you must communicate your location in advance so that proper arrangements can be made to ensure compliance with state licensing requirements.

Follow-Up Visits

Follow-up visits are generally scheduled on a regular basis and as needed to monitor your hormone replacement therapy progress and to adjust treatment as necessary.

Working with Other Healthcare Providers

Telemedicine visits do not replace the need for medical care provided by your primary care or other specialty care providers. You should inform all of your healthcare providers of the name and dose of any bioidentical hormone replacement therapies or other medications prescribed through Balanced BHRT. You should not discontinue a medication prescribed by another provider without first consulting with that prescribing physician.

Benefits and Limitations of Telemedicine

Benefits

The benefits of telemedicine include access to medical specialists trained in bioidentical hormone replacement therapy with greater convenience and without the need to travel. Telemedicine also reduces the potential for exposure to infectious diseases and allows for more flexible scheduling.

Limitations

Video conferencing technology can limit the scope of telemedicine visits because your practitioner cannot perform a complete physical examination or may miss certain signs and symptoms that would be observed during an in-person visit. Telemedicine may limit the medications that can be prescribed due to clinical necessity or legal restrictions. A telemedicine visit may not achieve the same scope as an in-person visit and may be discontinued if videoconferencing connections are not adequate for the clinical situation; other arrangements or referrals may be made in such cases. Potential risks include technical difficulties, interruptions, unauthorized access, and connectivity issues.

Prescribing Limitations

Certain medications — including controlled substances — may not be prescribed via telemedicine in accordance with federal and state regulations. Notable restrictions include:

- **Ohio:** Schedule II controlled substances may not be prescribed via telemedicine for new patients under Ohio law.
- **Colorado:** Prescribing via telemedicine requires a live two-way video visit; audio-only encounters do not satisfy Colorado's prescribing standards.
- Bioidentical testosterone is classified as a Schedule III controlled substance. Federal and state DEA regulations govern its prescribing. DEA registrations are state-specific; Balanced BHRT providers maintain separate DEA registrations for each state in which they prescribe controlled substances.

Your provider will inform you if telemedicine is not appropriate for your specific medication needs or if an in-person visit is required by applicable law.

Technology Requirements and Liability

You agree to hold Balanced BHRT harmless from any information loss and any resulting judgments or decisions due to technological failures outside of our control. The quality of transmitted data may affect the quality of services provided via telemedicine consultation. Balanced BHRT is not responsible for technical failures of internet service providers, videoconferencing platforms, or personal devices.

Privacy and Confidentiality

The laws that protect the privacy and confidentiality of healthcare information — including HIPAA — apply to telemedicine. Information obtained during telemedicine consultations that identifies you will not be disclosed without your consent. No other person will be present during the video call or appointment without your prior written agreement. If you have other people present and/or wish to record the call, you are required to inform your practitioner in advance.

Our telemedicine connections utilize a secure, HIPAA-compliant platform for video visits and secure patient communications. Data transmitted and stored through our platform is protected using AES-256 encryption at rest and TLS 1.3 in transit. We implement access controls, authentication requirements, and other safeguards to reduce the likelihood of unauthorized access. As with any internet-based communication, there is a residual risk of security breach. You hereby release and hold Balanced BHRT, its providers, and all members of the care team harmless from any loss of data or information due to technical failures associated with the telemedicine service.

Patient Rights

You may withhold or withdraw your consent to a telemedicine consultation at any time before or during the consultation. You have the right to be informed of and to object to any videotaping or other recording of the telemedicine consultation.

Continuing Services While Traveling

Current patients who plan on traveling, temporarily staying in another location, attending school, or relocating to another state and who wish to receive care while out of state should inform their provider in advance to discuss availability of services and to ensure compliance with state medical licensing requirements. Services may not be available in all states.