

COVERAGE

Consent

In California, providers must obtain consent from patients before delivering digital health services.

As written in [California Code 2290.5 \(b\)](#), “Before the delivery of health care via telehealth, the health care provider initiating the use of telehealth shall inform the patient about the use of telehealth and obtain verbal or written consent from the patient for the use of telehealth as an acceptable mode of delivering health care services and public health. The consent shall be documented.”

Consent is intended to inform patients about virtual care, including its benefits, risks, and privacy considerations. Use of a consent form provides documentation that the patient has agreed to receiving services via a digital health modality.

Consent Form Resources:

- The California Telehealth Resource Center has [sample Telehealth Consent Forms](#) in English and Spanish.
- For Medi-Cal, the California Department of Health Care Services (DHCS) has developed model language for [Patient Consent for Telehealth Services](#).
- Visit the Agency for Healthcare Research and Quality [How to Obtain Consent for Telehealth](#) webpage for further considerations.