

Pine River Public Library District

Pine River Library Telehealth Services Policy

Purpose: The purpose of this policy is to outline the guidelines and procedures for providing access to telehealth services both at the library in the Telehealth Hub or through the use of a Telehealth Checkout Kit.

Scope: This policy applies to all library patrons and visitors who seek to use library facilities or equipment and internet access to participate in telehealth services. Telehealth services include virtual consultations with healthcare providers, mental health professionals and other wellness services.

PRL Telehealth Hub:

1. Access to Telehealth Hub:

- The library will provide a designated space equipped with a computer, high-speed internet, video conferencing equipment, and medical accessories to facilitate telehealth sessions.
- Access to the space will be granted on a first-come, first-served basis. Reservations for the Telehealth Hub may be made in advance or on the day of use and are subject to availability. The Hub will be available to reserve during library open hours. The last appointment will be two hours before closing.
- Telehealth services can be used for medical, mental health, and wellness consultations offered remotely.

2. Privacy and Confidentiality:

- The Pine River Library is committed to ensuring the privacy and confidentiality of telehealth sessions.
 1. Library computers have cybersecurity software installed that deletes personal information upon shutdown but patrons are reminded that they are responsible for safeguarding their personal health information and ensuring the security of their information.
 2. The Telehealth Hub is designated to minimize disruption and protect privacy. Although the library has made every effort to prevent sound traveling beyond the Telehealth Hub, amplified voices may carry. Headphones are available to further protect privacy.

3. Technology Support:

- Library staff will assist with basic troubleshooting of technology (e.g., setting up the video conference, ensuring internet connectivity) but will not provide medical, mental health, or telehealth-specific support.
- Patrons are encouraged to also bring their own devices (e.g., smartphones, tablets) to allow for the provider's authentication requirements.

4. Code of Conduct:

- Disruptive behavior or failure to adhere to the library's code of conduct policy may result in removal from the space.

5. Telehealth Session Duration:

- Telehealth sessions will typically be limited to a maximum of two hours per session to accommodate other users.
- Extended time may be requested based on availability and the specific needs of the telehealth session.

6. Use of Personal Health Information:

- The library will not collect or store personal health information shared during telehealth sessions. Any personal data or records shared in a telehealth session are the responsibility of the healthcare provider conducting the session.

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7. Health and Safety Protocols:

- The library will adhere to all local, state, and federal guidelines regarding health and safety, particularly during public health emergencies (e.g., pandemics). This may include enhanced cleaning procedures for equipment and spaces used for telehealth sessions.
- Masks and other personal protective equipment (PPE) may be required in certain situations to ensure the safety of all patrons and staff.

8. User Responsibility:

- Patrons are responsible for ensuring they have the necessary information and readiness for their telehealth appointment (e.g., ensuring their healthcare provider has the correct contact information; user has access to their own personal phone/email).
- Users should plan to arrive half an hour before their providers appointment time. Please take account of this preparation time when reserving the Telehealth Hub.
- Cancellations or rescheduling must be handled directly with the healthcare provider.

9. Limitation of Liability:

- The library is not responsible for technical issues, interruptions, emergency closures or other issues that may arise. While the library provides access to resources and support, the patron assumes all responsibility for their telehealth experience and the outcome of the consultation. Library staff are not healthcare professionals and are not permitted to remain in the telehealth space during an appointment.
- The library assumes no liability for the quality or safety of the telehealth services provided by external healthcare providers.
- The library is not responsible for insurance verification or billing inquiries. Healthcare providers are responsible for all billing matters.
- PRL takes no responsibility for the proper use or accuracy of medical monitoring equipment in the Telehealth Hub or Kit.

PRL Telehealth Checkout Kit:

Pine River Library provides a take home Telehealth Kit comprising of a computer, hot-spot, camera, and medical accessories for patrons to attend remote medical appointments.

1. Access to Telehealth Checkout Kit:

- Pine River Library patrons who have had a full adult PRL card for more than 90 days may check out a Telehealth Kit for up to three days.
- Access to the kit will be granted on a first-come, first-served basis. The kit cannot be put on hold.
- The Telehealth kit can be used for medical, mental health, and wellness consultations.

2. Limitation of Liability:

- The library is not responsible for technical issues, interruptions or other issues that may arise during telehealth sessions. While the library will provide access to the equipment, the patron assumes all responsibility for their telehealth experience and the outcome of the consultation.
- The library assumes no liability for the quality or safety of the telehealth services provided by external healthcare providers.
- The library is not responsible for insurance verification or billing inquiries. Healthcare providers are responsible for all billing matters.
- PRL takes no responsibility for the proper use or accuracy of medical monitoring equipment in the Telehealth Hub or Kit.

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10. **Privacy and Confidentiality:**

- Library computers have cybersecurity software installed that deletes personal information upon shutdown but patrons are reminded that they are responsible for safeguarding their personal health information and ensuring the security of their accounts and devices.

11. **Use of Personal Health Information:**

- The library will not collect or store personal health information shared during telehealth sessions. Any personal data or records shared in a telehealth session are the responsibility of the healthcare provider conducting the session.
- Library staff will not be involved in the healthcare or treatment process and will not be privy to the content of telehealth consultations.

12. **User Responsibility:**

- Patrons are liable for the cost of damage caused by any misuse of equipment or space and will agree to immediately report any equipment malfunction or accidents to PRL staff.
- Patrons are required to return the kit on time and ensure that all items are clean and in good working order.
- Late fees will be applied to overdue returns.

Reviewed by the Board of Trustees: March 2025

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