

# Consent to telehealth services



## Consent to telehealth services

By providing your consent, you authorize SWORD, the SWORD Professionals, and the Professionals (each as defined in the SWORD [Terms and Conditions](#)) to provide treatments and services to you through the use of telehealth, which involves the provision of physical therapy or other clinical or wellness services by Professionals at a different physical location through the Services (as defined in the SWORD Terms and Conditions). There are risks associated with the delivery of clinical services via telehealth, including potential delays in receiving treatment and interruptions caused by technology failures. You understand that (1) you are under no obligation to receive services via telehealth and may instead seek out in-person services, (2) your telehealth provider will not be able to examine you in-person and therefore may be limited in their ability to assess your condition, (3) you may seek assistance or file a complaint with the physical therapy professional board in your respective state at any time, and (4) you may not use the telehealth service to receive emergency care or any type of care that requires in-person treatment. **Call 9-1-1 or your doctor if you experience a medical emergency.** You agree that (a) you have had the opportunity to ask questions about the services provided via telehealth and (b) that all terms in this paragraph apply to such services.

You have the right to withhold or withdraw your consent to the use of telehealth in the course of your care at any time by emailing [needhelp@swordhealth.com](mailto:needhelp@swordhealth.com) without affecting your right to future care or treatment. Withdrawing your consent to the use of telehealth means you will not be able to use the Services.

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