

TOTAL EYE CARE

Montana Licensed Optometry

PATIENT NOTICE & DISCLOSURE

Telehealth Services & Store-and-Forward Policy

Effective Date: June 1, 2026 | State of Montana

SECTION 01

Nature of Telehealth Services

Total Eye Care provides eye care services through telehealth technology, including the use of store-and-forward methodology. Store-and-forward telehealth involves the collection, storage, and electronic transmission of patient health information — including clinical images, diagnostic data, and examination records — to a licensed optometrist for evaluation, diagnosis, and treatment recommendations at a different time and location than the original data collection.

This method differs from a traditional in-person examination or real-time video consultation. Patients are advised that their care under this modality is delivered asynchronously, meaning the reviewing clinician will not be physically present with the patient at the time of data collection.

SECTION 02

Applicable Legal Framework

Total Eye Care's telehealth services are provided in compliance with Montana law, including Montana Code Annotated § 33-22-2001 et seq. and applicable provisions of the Administrative Rules of Montana (ARM), Chapter 24.168, governing the practice of optometry. Pursuant to Montana law, telehealth services are held to the same standard of care as in-person services and do not alter the scope of licensure of any treating provider.

Consent and patient information protocols are maintained consistent with those observed during traditional in-person visits, in accordance with Montana Code Annotated § 53-6-122.

SECTION 03

Patient Rights & Acknowledgments

By engaging in telehealth services with Total Eye Care, patients acknowledge and understand the following:

- Telehealth services, including store-and-forward delivery, may be used in the course of their eye care examination and treatment.

- Clinical images, diagnostic data, and related health information may be electronically transmitted to and reviewed by a licensed optometrist who may not be physically present at the originating site.
 - Patients retain the right to request an in-person examination at any time and to decline telehealth services without prejudice to their access to care.
 - All transmitted health information is handled in accordance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and applicable Montana privacy statutes.
 - Technical limitations inherent to electronic transmission may, in rare circumstances, affect the quality of data received. In such cases, Total Eye Care will notify the patient and arrange appropriate follow-up.
 - Patients have the right to request a copy of their records and to withdraw from telehealth services at any time.
-

SECTION 04

Privacy, Security & Confidentiality

Total Eye Care employs reasonable administrative, technical, and physical safeguards to protect the confidentiality and security of all patient health information transmitted via telehealth. Patients receiving telehealth services are entitled to the same rights of confidentiality and security as those afforded during traditional office visits, consistent with applicable federal and Montana state law.

Patient data is transmitted only through HIPAA-compliant, encrypted platforms. No patient-identifiable information is shared with third parties without express written authorization, except as required by law.

SECTION 05

Limitations & Referral Policy

Store-and-forward telehealth is appropriate for many routine eye care services; however, it may not be suitable for all conditions or clinical presentations. If the reviewing optometrist determines that the patient's condition requires an in-person evaluation, diagnostic testing not available via telehealth, or emergency care, the patient will be promptly notified and referred to the appropriate provider or facility.

Total Eye Care does not use telehealth as a substitute for emergency medical services. Patients experiencing a medical emergency should contact 911 or proceed to the nearest emergency facility immediately.

SECTION 06

Questions & Contact Information

Patients with questions regarding this disclosure, the nature of telehealth services provided, or their rights under Montana law are encouraged to contact our office directly prior to initiating services. Our clinical staff is available to address any concerns regarding the modality of care delivery.

Your use of Total Eye Care's telehealth services constitutes acknowledgment that you have read, understood, and agreed to the terms set forth in this disclosure. This notice is provided pursuant to applicable Montana law and the standards of the Montana Board of Optometry. This disclosure does not constitute legal advice and is subject to revision as laws and regulations are amended.