Randolph Free Library Telehealth Guidelines

1. The Randolph Free Library offers a telehealth room (telesuite) to patrons. The telesuite is offered to make private, digital meetings accessible to all.
2. The telesuite can offer complete privacy via the use of a computer with a camera and headset and white noise sound machine.
3. The telesuite may be booked in one-hour blocks of time with a limit of no more than three hours of time blocked per patron in any one day. Appointments must be booked a minimum of one day prior to the appointment by using the online reservation form found on sthcs.org/telehealth.
4. The library reserves the right to schedule blocks of time for events other than telehealth.
5. All appointments must be coordinated by the patron. If a patron has further questions following the appointment, the patron will be responsible for reaching out to the person or people they engaged with virtually.
6. The library assumes no responsibility or liability for the quality of the appointment the patron receives as this is a meeting that is between the patron and a third party.
7. The library will provide the technology, equipment, and internet connectivity necessary for a virtual appointment to occur, but assumes no liability for failure of the technology, equipment, or internet connectivity on the date of the appointment.
8. The library will maintain the confidentiality of all patrons who opt to use the suite.
9. Telehealth patrons should arrive at least 15 minutes prior to the scheduled appointment.
10. All telehealth patrons are expected to comply with current library policies including Randolph Library's Computer Use Policy.
11. Please do not bring food or drink into the telehealth space.
12. A maximum of two people are allowed within the telesuite at the same time.
13. The library's telehealth services are intended for counseling, well visits, consultations, and similar healthcare services. DO NOT come to the library if you are experiencing symptoms of COVID-19 or any other contagious illness such as flu, cold etc. If you need emergency assistance, call 911.

Other important information:

1. Completely log out of the device when finished with your session.
2. Please let an employee know if you are having any technical issues or need assistance.
3. Children 8 years old or younger in need of the Telehealth Space must be directly supervised by a parent or legal guardian.