Adopted September 2026

Newell Public Library

Telehealth Tablet Use Policy

The Newell Public Library has partnered with Marion County Public Health as a host site for a telehealth tablet to help patrons access healthcare and other health-related services remotely. The tablet is intended to reduce barriers to telehealth services for patrons who may not have reliable internet access, a suitable device, or a private location for virtual appointments.

Eligibility

- The telehealth tablet is available for use by library patrons.
- Parents, guardians or caregivers are responsible for minors or individuals who require assistance using the tablet.
- You must be 14 years or older to use the tablet without a parent, guardian or caregiver.

Acceptable Use

The telehealth tablet may be used for:

- Virtual medical, dental, mental health or other healthcare appointments.
- Health screenings or consultations conducted through an authorized healthcare provider.
- Accessing healthcare portals and completing health related forms.
- Other telehealth services approved by the library director.

The tablet may not be used for illegal activities or in a manner that violates the Library's general computer and internet use policies.

Privacy and Confidentiality

- The library will make reasonable efforts to provide a private environment for telehealth appointments.
- Patrons are responsible for protecting their own personal and medical information.
- Patrons should not allow other individuals to view their medical records, passwords or other confidential information.
- Library staff will not ask patrons for or record any medical information, account passwords, healthcare information or other confidential information to a telehealth appointment.
- The library does not monitor, record, or retain the content of telehealth appointments.
- Patrons are responsible for logging out of healthcare websites or applications and removing any personal information from the tablet before ending their session.

Scheduling & Time Limits

- Use of the telehealth tablet will require advance scheduling. Reservations may be scheduled by contacting the library or speaking with library staff.
- Reserving the tablet should be done within **48 hours** prior to the appointment.
- Appointments may only be scheduled during open library hours.
- Appointment cancellations should be made **1 hour** before the appointment.

- The library requests that the patron arrives **20 minutes** before their appointment, to ensure the tablet, accessories, software, and WiFi are working properly.
- If the appointment is expected to be longer than **1 hour**, the patron should notify the library staff during initial scheduling.
- If the appointment is extended, patrons should notify the library staff.

Equipment

- The tablet must remain in the library at all times.
- Patrons must handle the tablet and accompanying equipment with care.
- Beverages should be kept away from the equipment.
- Patrons may not install unauthorized applications, alter device settings, or attempt to bypass any security measures.
- Library staff may assist patrons with basic operation of the tablet before and after the scheduled appointment.

Cleaning & Resetting The Device

- The library will clean and maintain the tablet regularly.
- After each use, the tablet may be cleared or reset to remove browsing history, downloaded files, account information and other personal data.
- Patrons should not save personal medical information or other sensitive documents to the tablet.

Healthcare Disclaimer

- The Newell Public Library does not provide medical advice, diagnosis, treatment or healthcare services.
- The library is providing access to technology and a place where patrons can connect with healthcare providers.
- The library is not responsible for the services, advice, treatment, decisions or information provided by a healthcare professional or telehealth service.
- Patrons are responsible for contacting their healthcare provider directly regarding medical questions, appointments, prescriptions or emergencies.

- The telehealth tablet is not intended for emergency medical care. Patrons experiencing a medical emergency should contact emergency services or seek immediate medical assistance.

Accessibility

- The library will make reasonable efforts to assist patrons with accessing the telehealth tablet and to provide an accessible environment for its use.
- Patrons who need any accommodations should notify library staff during initial scheduling.

Patron Responsibility

By using the telehealth tablet, patrons agree to:

- Follow this policy and all applicable library policies.
- Use the equipment responsibly and appropriately.
- Protect their personal and medical information.
- Log out of all accounts before ending their session.
- Report equipment problems or damage to library staff.
- Respect the privacy of other library patrons.

Damage or Misuse

- Patrons may be held responsible for damage resulting from intentional misuse, negligence or failure to follow library policies.
- The library may restrict or suspend access to the telehealth tablet for patrons who misuse the equipment or violate this policy.

I acknowledge that I have read, understand and will comply with this policy.

Sign Name:_____ Date:_____