



Consent to Use Telehealth for Psychotherapy

“Telehealth” or “teletherapy” is a method of delivering psychotherapy via information and communication technologies (e.g. phone or internet) to facilitate the diagnosis, consultation, treatment, education, care management, and self- management of a patient’s health care while the patient is at the originating site (where you are currently residing) and the health care provider is at a distant site (where the therapist is residing).

Using Telehealth Services

1. Telehealth services is in compliance with HIPPA and all laws regarding the confidentiality of healthcare information and a patient's right to their medical information also apply to telehealth services.
2. Coverage for telehealth services may be covered through your insurance provider depending on your plan. Please consult with your insurance provider to verify if you have telehealth included in your individual plan.
3. If you should need to cancel an appointment, please reschedule within 24 hours of your scheduled appointment to avoid a same day/less than 24 hour day cancellation fee that will be charged/billed to you and not the insurance.
4. You can conveniently schedule sessions around your work schedule as well as around the needs of children or loved ones.
5. If you're not feeling well enough to go to the office for your visit, you can still attend a session from your home.
6. The therapist must be located in the state in which you reside to offer services to you.
7. The therapist will be situated in a location that ensures your session will be secure, confidential and private.
8. It is encouraged that you locate yourself in a place that you know is private and secure to maintain confidentiality since the therapist and the client will not be in a shared space during the telehealth session. Therefore, initiating a session in a public setting (e.g. the beach, a park, Denny's, or Starbucks) is neither private, confidential, nor secure.
9. The therapist may decide to terminate telehealth sessions if it is determined that your condition, problem, or situation requires a level of care that is unsuitable for a telehealth mode of psychotherapy.
10. The therapist will be using a wired network connection to the internet for optimal stability in connectivity to your session.
11. The connection may not be stable. Video can freeze, audio can be dropped, the connection may go black, and if you are in a state of crisis (considering self-harm or suicide), losing the connection could pose potential problems where the therapist would not be able to provide assistance at that time. A wired connection to your mobile device is ideal, but if you must go wireless, it should be a very strong connection.

12. Your computer may have problems that preclude a telehealth session. You are strongly encouraged to make sure you have the latest operating system and security updates, including installation of current and up-to-date antivirus and internet security software, installed on the computer or smartphone you want to use for telehealth sessions. (Please refer to instructions provided on how to use telehealth services included in the “Telehealth Explained” PDF or the Client Portal Telehealth PDF).

13. The therapist can terminate a telehealth session if it is determined that a stable telecommunication connection cannot be adequately maintained.

14. Crisis support services may not be available where you are currently residing or in your geographic area. If you are in a state of crisis and you have no place to get help, there is little a therapist can do from across the wire. The therapist can assist you in identifying resources in your area, but it is entirely up to you to access and utilize those resources.

15. The screening from which the telehealth session is viewed is limited in size which can impact information usually gathered during an in person session that could be beneficial to the therapist in assessing the client. Some of these include mannerisms, gestures, body language or expression, physical appearance, grooming and appropriateness of dress.

I have read and I understand the advantages and disadvantages of using telehealth for my mental health/psychotherapy treatment. I agree and consent to the use of telehealth for the treatment of my mental health concerns. I am aware, however, that the therapist can decide to terminate telehealth sessions if it is determined that consistent audio and video connectivity cannot be maintained throughout the session. I also understand that the therapist may decide to terminate telehealth sessions if it is determined that my condition, problem, or situation requires a level of care that is unsuitable for a telehealth mode of psychotherapy.

Client Name (Printed) _____

Client Signature _____ Date _____