



Letting Go Counseling, LLC

Telehealth Protocol and Safety Measures

You are/will be scheduled for a telehealth session for Doxy.me/LettingGoCounseling or Simple Practice platform. Please be advised of the following telehealth tips/protocol/procedures.

Prior to telehealth calls:

1. Ensure that you have a private and secure area (see Tips below)
2. Use headphones to avoid conversation being overheard
3. Avoid distractions (eg. bright lights, background noise, engaging in other activities, including texting)
4. Ensure your camera is angled in a manner that affords direct eye contact
5. Dress appropriately and professionally for video calls, as if coming into a session

Upon beginning telehealth call I will:

1. Obtain/verify your address or current location
2. Ask that you identify who may be in the home at the time to ensure that you are in a private place, where you can be afforded confidentiality and safety
3. Reassure you that I am providing you with a private and confidential setting (using headphones to ensure that you cannot be overheard. No one else will ever be in the room with me)
4. Obtain/confirm address and phone number of nearest police department
5. Obtain/confirm name and address of the nearest emergency contact
6. Obtain/confirm information of nearest hospital in event of an emergency
7. Remind you of limits to confidentiality

Tips for secure setting for telehealth:

1. Avoid conducting telehealth session using an unsecure internet connection (e.g. Public cafe's, restaurants etc.)
2. Communicate electronically using minimal necessary information
3. Never text/email your personal/private information (PHI)
4. Ensure that you are at home, in a private room, by yourself, using headphones or that you cannot be overheard
5. Inform your therapist if you do not have a private area to meet
6. Check your internet connection and equipment at least 15 minutes prior to session

Print Name

Signature

Date