



## **Telesessions Informed Consent**

The purpose of this document is to inform you, the client, about many aspects of telesessions: the process, the services, the potential risks and benefits of services, safeguards against those risks, and alternatives to online services. Please read this entire document, initial next to each understanding, sign, and return.

I \_\_\_\_\_, (name of client) hereby consent to participate in telesessions with Between Two Homes, LLC. as part of the professional coparenting services provided to me. Professional coparenting services include mediation, coparenting consultation, parenting coordination, coparenting coaching, collaborative law, and parenting facilitation. I understand that telesessions is the practice of delivering professional coparenting services via technology assisted media or other electronic means between a practitioner and a client who are located in two different locations.

I understand the following with respect to telesessions:

### Initials

- \_\_\_\_\_ 1. I understand that there are risk and consequences associated with telesessions, including but not limited to, disruption of transmission by technology failures, interruption and/or breaches of confidentiality by unauthorized persons, and/or limited ability to respond to emergencies.
- \_\_\_\_\_ 2. I understand that misunderstandings are possible with telesession modalities such as written communication because nonverbal cues are relatively lacking. Even with video webcam software, misunderstandings may occur due to connection problems causing image delays or less than optimal image quality. Providers are observers of human behavior and gather much information from body language, vocal inflection, eye contact, and other non-verbal cues. If you have never engaged in online sessions before, please have patience with the process and clarify information if you think your provider has not understood you well. Also, please be patient if your provider asks for periodic clarification.
- \_\_\_\_\_ 3. Although the internet provides the appearance of anonymity and privacy in counseling, privacy is more of an issue online than in person. Between Two Homes, LLC. has chosen to use Zoom.us as the software provider for web conferencing telesessions, and chat communications between the provider and clients. The client is responsible for securing his or her own computer hardware, internet access points, and password security.
- \_\_\_\_\_ 4. Between Two Homes, LLC. has a right to privacy and may wish to restrict the use of any copies or recordings the client makes of their communications. Clients must seek the written permission of Between Two Homes, LLC. before recording any portion of the session and/or posting any portion of said session on internet websites such as Facebook or YouTube.

- \_\_\_\_\_ 5. I understand that there will be no recording of any of the telesessions by either party. All information disclosed within sessions and written records pertaining to those sessions are confidential and may not be disclosed to anyone without written authorization, except where the disclosure is permitted and/or required by law.
- \_\_\_\_\_ 6. I understand that during a telesessions session, we could encounter technical difficulties resulting in service interruptions. If this occurs, end and restart the session. If we are unable to reconnect within ten minutes, please email [brad@childreninthemiddle.com](mailto:brad@childreninthemiddle.com) to discuss since we may have to re-schedule.
- \_\_\_\_\_ 7. I understand that Between Two Homes, LLC has selected an account with [Zoom.us](https://zoom.us) for messaging and video communications to allow for the highest possible security and confidentiality of the content of your sessions. In order to benefit from these safeguards, the client is required to download, register and utilize the chat and video software from Zoom.us. Your personal information is encrypted and stored on a secure server in compliance with HIPAA regulations.
- \_\_\_\_\_ 8. I understand I am responsible for creating and using additional safeguards when the computer used to access services may be accessed by others, such as creating passwords to use the computer, keeping my email and chat IDs and passwords secret, and maintaining security of my wireless internet access points.
- \_\_\_\_\_ 9. I understand I will need to use a webcam or smartphone during the session.
- \_\_\_\_\_ 10. I understand it is important to be in a quiet, private space that is free of distractions (including cell phone or other devices) during the session.
- \_\_\_\_\_ 11. I understand it is important to use a secure internet connection rather than public/free Wi-Fi.
- \_\_\_\_\_ 12. I understand Between Two Homes, LLC may determine that due to certain circumstances, telesessions is no longer appropriate and that sessions may resume in-person.
- \_\_\_\_\_ 13. I understand that third-parties may be required to join in the meeting with my provider and me to provide technical support. I understand that I may be asked to interact with the technical support person on camera in order to fix the problem. I understand that if I decline this request and my equipment is rendered unusable for video conferencing, I may forfeit my option to use telesessions.
- \_\_\_\_\_ 14. I understand that I, not Between Two Homes, LLC, am responsible for the configuration of equipment on my computer which is used for telesessions. I understand that it is my responsibility to ensure the proper functioning of all electronic equipment before my session begins. I understand that I may need to contact a designated third party (Zoom) for technical support to determine my computer's readiness for telesessions prior to beginning telesessions sessions with Between Two Homes, LLC.
- \_\_\_\_\_ 15. I understand confidentiality standards required for telesessions include:
  - a. During a telesessions session, all locations of the Between Two Homes provider and each client shall be considered an office regardless of a office's intended use.
  - b. All sites shall be appropriately chosen to provide audio and visual privacy.
  - c. Offices shall be designated private for the duration of the session with the provider and no unauthorized access shall be permitted.

- d. All sites shall take every precaution to ensure the privacy of the session and the confidentiality of the patient. All persons in an office at any site shall be identified to all participants prior to the session and the permission of the provider and each client shall be obtained for any visitors or other professionals to be present during the session.

I have read the information provided above. I understand the information contained in this form and all of my questions have been answered to my satisfaction. I hereby give my informed consent for the use of telesessions for professional coparenting services and authorize Between Two Homes, LLC, to use telesessions in the course of professional coparenting services.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

By checking this box, I agree that the signature I have entered above will be the electronic representation of my signature, the same as a pen-and-paper signature.