



**GODMAN PSYCHOLOGICAL SERVICES, P.C.**

*Helping to navigate the mind*

4231 Balboa Avenue #1256

San Diego, CA 92117

T: (619) 785-3665

info@godmanpsych.com

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## **TELEHEALTH ETIQUETTE**

- ☒ Ensure that you have a safe, quiet, well-lit location where you are confident you will not be overheard or interrupted for your session time.
- ☒ A great example is a bedroom or office with the door closed and lights on bright. Imagine that you are actually at the therapy office and turn off cell phones, TV's, radio's, etc. You should not be caring for a small child (under 18 months of age may be acceptable), preparing meals/beverages, or surfing the internet during your session time.
- ☒ While it is ok to be inside your vehicle for your session, you should not be driving during the session. Please ensure you are in a safe location, you do not use the Bluetooth to the car for audio (people outside the car will hear the clinician speaking), and there is adequate light so that your clinician can see you.
- ☒ Please be available to answer your phone or be logged into the video call/digital waiting room at your scheduled appointment time. If you are running late please call or text your Therapist to notify them of your expected arrival time. Therapist will provide you with the same courtesy.
- ☒ Do ensure that you have water and tissues if you feel you need them prior to session starting.
- ☒ Do feel comfortable to report any issues you have with following these suggestions or feelings of discomfort due to the use of technology in your treatment.

### WHAT TO DO IN THE EVENT OF A SERVICE INTERRUPTION

- In the event where you have no internet service or are struggling to get into a video room, please text or call your therapist and tell them prior to or at the beginning of your scheduled session time. Your therapist will call your phone ASAP and attempt to guide you to the video room, or if after 5 minutes this is not successful, you and your therapist will determine next steps. It is the expectation that you have service and are able to get into the video room for the next session.
  - In the event where service is interrupted mid-session, or the technology is simply not working properly (audio delay, etc.), your therapist will hang up and reconnect with you ASAP. In the event where reconnection does not occur in 2-5 minutes, your therapist will call you on your phone and discuss how to proceed based on your unique circumstances.
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## TELEHEALTH ETIQUETTE

**BY SIGNING BELOW I AM AGREEING THAT I HAVE RECEIVED THIS DOCUMENT, I KNOW I CAN ASK QUESTIONS ABOUT THIS DOCUMENT AND I WILL DO MY BEST TO ABIDE BY THESE SOCIAL GUIDELINES.**

**CLIENT NAME:** \_\_\_\_\_

**CLIENT DOB:** \_\_\_\_\_

**Signature of Client:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Signature of Parent/Guardian: \_\_\_\_\_ Date: \_\_\_\_\_

Relationship to Patient: \_\_\_\_\_