



As a client or patient receiving behavioral services through telehealth technologies, I understand:

- Telebehavioral health is the delivery of behavioral health services using interactive technologies (use of audio, video or other electronic communications) between a practitioner/therapist and a client/patient who are not in the same physical location.
- License regulations require that I must be physically located within the State of Maryland during all video conferencing sessions
- The interactive technologies used in telebehavioral health incorporate network and software security protocols to protect the confidentiality of client/patient information transmitted via any electronic channel. These protocols include measures to safeguard the data and to aid in protecting against intentional or unintentional corruption.

Software Security Protocols:

- Finding Hope, LLC utilizes Spruce Health, a HIPAA compliant communication application (app) for phone, text/SMS, video calls, and fax services. Spruce meets HIPAA standards of encryption and privacy protection but we cannot guarantee privacy. I will not have to purchase a plan when you “join” our online meeting.
- Electronic systems used will incorporate network and software security protocols to protect the privacy and security of health information and imaging data and will include measures to safeguard the data to ensure its integrity against intentional or unintentional corruption.
- I understand that contacting the practitioner/therapist outside of a secure conversation on the Spruce app (indicated by a lock icon), the conversation may not be confidential.

Benefits & Limitations to Telebehavioral Health:

- This service is provided by technology (including but not limited to video, phone, text, apps and email) and does not involve direct face to face communication. There are benefits and limitations to this service.
- Clinical risks include not feeling comfortable interacting with the practitioner via an electronic device, difficulties in interpreting non-verbal communication, and limited access to resources during a mental health emergency.

Technology Requirements:

- I will need access to, and familiarity with, the appropriate technology in order to participate in the service provided.
- I will need to download the Spruce Health app to my smartphone or tablet and enable notifications in order for the practitioner to contact me securely.

Exchange of Information:

- The exchange of information will not be direct and any paperwork exchanged will likely be provided through electronic means or through postal delivery.
- During my telebehavioral health consultation, details of my medical history and personal health information may be discussed with myself or other behavioral health care professionals through the use of interactive video, audio or other telecommunications technology.

Self-Termination:

- I may decline any telebehavioral health services at any time without jeopardizing my access to future care, services, and benefits.

Risks of Technology:

- These services rely on technology, which allows for greater convenience in service delivery. There are risks in transmitting information over technology that include, but are not limited to, breaches of confidentiality, theft of personal information, and disruption of service due to technical difficulties.

