

# COUNSELING CENTER OF NORTH TEXAS

303 S. Highway 78 Suite 100 Wylie, TX 75098

Phone: 469-342-3468 Fax: 469-342-3466

## Telehealth Informed Consent

**This document pertains to telehealth specifically and the policies herein are in addition to the general policies of Counseling Center of North Texas. As a client receiving telehealth services through Counseling Center of North Texas, I understand the following:**

“Telehealth” is the delivery of mental/behavioral health services including consultation, treatment, transfer of medical data, emails, telephone conversations and education using interactive audio, video, or data communications between a provider and a client who are not in the same physical location and may or may not involve direct face to face communication. Telehealth also involves the communication of my medical/mental information, both orally and visually. 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; however, technology utilized outside of video conferencing is not encrypted and may not be HIPAA compliant. Likewise, it is your responsibility to keep all information exchanged secure and to create an environment on your end that is not subject to unexpected or unauthorized intrusion of your personal information. We recommend that you refrain from allowing others to be in the room during telehealth sessions. Your therapist may terminate the telehealth session if your identity cannot be determined and/or if persons other than you are found to be in the room.

### **Benefits and Limitations:**

There are benefits and limitations to telehealth. It is our expectation that you will benefit from online therapy as all or part of your psychotherapy, but there is no guarantee. Telehealth offers you added convenience and increased accessibility to psychological care; however, online-based services are not the same as traditional treatment. Telehealth may not be appropriate for your needs as some overwhelming or potentially dangerous challenges are best met with traditional therapy. Furthermore, information transmitted may not be sufficient to allow for appropriate psychological decision making by your provider. The appropriateness of continuing to deliver services through the use of technologies we have agreed upon should be regularly assessed and will be modified as needed. If it is determined that traditional therapy is better suited to your needs, your therapist will discuss scheduling options or provide referrals as necessary. There is no guarantee that an opening may be immediately available. It is your responsibility to schedule and attend these sessions if necessary. Clients receiving telehealth must be located in the state of Texas to be eligible for telehealth services from Counseling Center of North Texas.

There are risks involved in transmitting information over technology that include, but are not limited to, breaches of confidentiality, theft of personal information, access by unauthorized persons, and disruption of service due to technical difficulties. Should disruption of service occur, attempts will be made to reconnect up to the usual session end time. Sessions that do not occur or end early due to technical issues will incur the usual and customary fees associated with the session.

You are responsible for providing the necessary personal computer, personal telecommunications equipment and internet access for telehealth sessions, the information security of personal computer, arranging a location with sufficient lighting and privacy that is free from distractions or intrusions for telehealth session, the security of any emails or communication on your personal computer or smartphone. You are responsible for securing such personal technology items and determining that they are in proper working order before the time the session is scheduled to begin. You may need to contact a designated third party for technical support to determine your computer’s readiness for telehealth prior to beginning telehealth sessions.

### **Records**

The laws regarding your access to medical information and copies of your medical records also apply to telehealth sessions with Counseling Center of North Texas. Please refer to initial intake policies related to records.

**Confidentiality:**

The laws that protect the privacy and confidentiality of psychological information also apply to telehealth. Please refer to the confidentiality section in the initial intake form as well as our Notice of Privacy Practices for more details. Telehealth sessions cannot be recorded by either party without prior written consent. Furthermore, both parties will notify the other if anyone can see or hear the interaction before the session begins. If a third party is required to join the meeting for technical support your therapist will inform you that such support is needed. The possibility exists that the technical support personnel may need to interact with you on camera for the purpose of solving technical difficulties encountered. If you do not wish to interact with technical support, it may render the option of telehealth unusable until such difficulties can be resolved.

**Communication Between Sessions:**

We understand that you may need to contact your therapist between telehealth sessions. CCNT’s main line is 469-342-3468. In addition, your therapist may have provided a direct phone number for you to call or text. Please note that messages are returned within 24 hours or by the end of the next business day, unless alternate instructions are left on your therapist’s voicemail.

**Emergency:**

Telehealth does not provide emergency services. During our first telehealth session, you and your provider will discuss an emergency response plan. If you are experiencing an emergency, call 911 or proceed to the nearest hospital emergency room for help. If you are having suicidal thoughts or making plans to harm yourself, you may also call the National Suicide Prevention Lifeline at 1-800-273-TALK (8255) for free, 24-hour support.

**Payment/Cancellation Policy:**

Payment for telehealth sessions is due in full before the start of each session. Credit cards are the preferred method of payment for telehealth sessions, but cash or check can be dropped off or mailed in prior to your scheduled appointment time. When applicable, telehealth sessions will be billed to the insurance company designated. Some insurance plans do not cover telehealth services even if they cover traditional therapy sessions. It is important to understand that there is the possibility that your insurance may deny coverage of telehealth sessions. In this event, you would be responsible for the charges incurred. Appointment times are reserved for you. Please contact your therapist directly regarding any changes to your appointments. Twenty-four-hour notice is required for cancellations or you will be responsible for the full session fee.

I have read and understand the information provided above regarding telehealth. I have the right to discuss any of this information with my therapist and to have any questions I may have regarding my treatment answered to my satisfaction.

I hereby give my informed consent for the use of telehealth in my psychological care and authorize Counseling Center of North Texas to use telehealth in the course of my diagnosis and treatment. I understand that I can withdraw my consent to telehealth at any time by providing written notification to Counseling Center of North Texas without jeopardizing my access to future care, services, and benefits. My signature below indicates that I have read this Agreement and agree to its terms.

\_\_\_\_\_  
Client/Legal Representative Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client/Legal Representative Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Therapist Signature

\_\_\_\_\_  
Date

Client Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_