Telehealth Consent

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Sign this form only if telehealth may be used as part of treatment.

Telehealth is psychotherapy delivered through real-time audio and video technology. It can improve access and convenience, but it also has limits. Please read these expectations carefully; they apply in addition to the Informed Consent to Psychotherapy and Scheduling and Fees Policy.

Benefits, Risks, and Clinical Suitability

Possible benefits include access from a familiar setting and reduced travel. Risks include connection failure, interruptions, privacy or security limitations, difficulty observing nonverbal information, and reduced ability to respond to an emergency at a distance. No technology can guarantee complete confidentiality. Anna decides whether telehealth remains clinically appropriate and may require in-person care, a different provider, or a higher level of care when needed.

Eligibility and Location

- Telehealth is generally offered only to clients age 13 or older. A younger child may participate only after discussion with the parent or legal guardian and Anna's clinical approval.
- At each appointment, the client must be physically located in Illinois or another jurisdiction where Anna confirms she is legally authorized to practice. The client must state the exact physical location at the beginning of the session.
- The client must provide a current callback number and an emergency contact. Anna may request the name of a nearby responsible adult or local emergency resource when clinically indicated.

Required Session Conditions

- Attend from a private, stationary, reasonably quiet place appropriate for therapy. A client may not participate while driving or riding in a moving vehicle, shopping, working, attending another activity, using a bathroom, or moving through public or shared spaces.
- The camera must stay on and the client's face must remain reasonably visible unless Anna approves a temporary exception.
- Wear appropriate clothing, including a shirt and pants or comparable clothing. Joining from bed is discouraged and may be prohibited when it interferes with participation.
- Do not smoke, vape, use alcohol or cannabis, or use non-prescribed substances during the session. The client must be able to participate safely and meaningfully.
- Tell Anna before the appointment if anyone else will be in the room, within hearing distance, or able to enter. Another person may participate only with Anna's knowledge and approval.
- Use headphones when helpful, protect passwords and devices, and take reasonable steps to prevent others from overhearing or viewing the session.

No Recording, Transcription, or AI

No person may audio-record, video-record, photograph, screen-capture, livestream, transcribe, or use an AI system or automated assistant to capture, summarize, analyze, or reproduce any part of a session without Anna's prior written consent. This includes tools built into a phone, computer, meeting platform, wearable device, browser, or application. If undisclosed recording, transcription, or AI use occurs or is reasonably suspected, Anna may end the session immediately. She may also document the event, request deletion, restrict technology use, require in-person treatment, or reconsider whether treatment can safely continue. Billing will reflect the service actually provided and will be handled according to applicable payer requirements and current Practice policy. Accessibility needs should be discussed in advance.

Technology Failure and Inappropriate Conditions

If technology fails, Anna may attempt reconnection, use a brief telephone contact, reschedule, or end the appointment depending on clinical and safety needs. Telephone contact is not an automatic substitute for video therapy. If privacy, location,

clothing, behavior, sobriety, camera use, undisclosed persons, driving, recording, AI use, or another required condition is inappropriate, Anna may ask the client to correct it promptly. If it cannot be corrected, she may end the session. Billing will reflect the service actually provided and will be handled according to applicable payer requirements and current Practice policy. Ending a session does not create an after-hours or alternate-day replacement appointment.

Emergencies and Communication

Telehealth is not crisis care. Anna is not on call and does not continuously monitor email, voicemail, or social media. All scheduling, cancellations, and administrative requests must go through the Dr. Jackie Jiang & Associates front office at drjackiejiang@gmail.com or 309-944-7833. Clinical concerns or updates may also be sent through the Practice email or front office and will be forwarded to Anna as appropriate. Front office staff cannot provide clinical advice. Anna will determine the clinically appropriate response. Urgent or emergency concerns should not rely on email or voicemail. For immediate risk of suicide, self-harm, violence, abuse, medical harm, or another emergency, call 911, call or text 988, contact an appropriate local crisis service, or go to the nearest emergency department.

Client Telehealth Information

Usual telehealth location/address	City/state/ZIP	Client callback number
Emergency contact	Relationship	Emergency phone

By signing, I confirm that I understand telehealth's benefits, risks, alternatives, privacy limits, emergency procedures, and required conditions. I consent to telehealth when Anna determines it is clinically and legally appropriate. I may withdraw telehealth consent, but doing so may affect available treatment options.

Client name printed	Client signature	Date
Parent/guardian name printed	Parent/guardian signature	Date
Therapist name printed	Therapist signature	Date