



Client's Full Name

Date of Birth

TELE-HEALTH INFORMED CONSENT

Client Service Agreement

Tele-health includes video conferencing, phone, texting, social media messaging and email correspondence with THE MENTAL HEALTH STOP. Due to the ever changing way that clients engage in behavioral health services, our agency requires that all clients review and acknowledge this consent prior to communicating with our staff. This document contains important information about Tele-Health services and business policies. When the client signs this document, it represents an agreement between the client and THE MENTAL HEALTH STOP for tele-health services. Our staff members can discuss any questions the client has prior to signing or at any time in the future.

Tele-Health Psychotherapy

THE MENTAL HEALTH STOP offers ongoing tele-health psychotherapy to clients on a case-by-case basis depending on the needs of the client. Insurance companies require a client to have a qualifying reason in order for sessions to be covered with insurance. Typical qualifying reasons might be a client lacking viable transportation, the client being classified as home bound per Medicare or behavioral health appropriateness. THE MENTAL HEALTH STOP will offer Tele-health services to clients that the agency feels that tele-health is clinically more appropriate than face-to-face sessions. Clients are not required to have a hardship nor a health related barrier in order to engage in tele-health psychotherapy.

Additional Tele-Health services are to come.

The risks, benefits and process of engaging in Psychotherapy are the same as described in the Client Informed Consent. However, there are additional factors to consider prior to engaging in tele-health services. Clients that are uncomfortable with the use of technology are not appropriate for tele-health and should engage in traditional face-to-face behavioral health services.

Technology

Technology failure may occur at times. THE MENTAL HEALTH STOP will assist in training clients to use our specific tools and know how to handle breakdown in technology. Clinicians will develop a plan with each client that meets their unique needs and will provide an alternate option in the event that video conferencing fails.

THE MENTAL HEALTH STOP engages in tele-health in Mountain Time with video conferencing that is embedded into our electronic health record. Text correspondence will occur through a secure application that is HIPPA compliant and we ask that clients install the application to text clinicians. THE MENTAL HEALTH STOP has Business Associate Agreements with certain companies to maintain the client's confidentiality. Therefore, other applications such as Skype, Google Hangouts, and other such applications are not designed to maintain the client's confidentiality and will not be used by THE MENTAL HEALTH STOP to video conference, nor correspond.

Cultural differences between the client and the clinician at times are challenging in a tele-health setting due to limitations of technology to reflect the clinician and the client's non-verbal communication, cadence of speech, eye contact and more. This can be especially difficult in text, email and phone because video provides an added layer of connection between client and clinician.

Social Media

THE MENTAL HEALTH STOP staff members are held to ethical standards set forth by professional boards and by expectations of our agency. Our staff members are prohibited from connecting with clients on social media. However, connections on social media that pre-date the client engaging in services with THE MENTAL HEALTH STOP are acceptable. If a client, 'friends' a staff member on social media, it is ethical practice for the staff member to deny the request. Clinicians will openly discuss the denial of the request in the next session in order to maintain the therapeutic alliance.

THE MENTAL HEALTH STOP is not responsible for breaches in confidentiality caused by social media algorithms. For example, if two clients share their contact lists with Facebook and the clinician is on that contact list, Facebook is likely to contact the two clients and recommend they become friends due to the client's mutual contact: the clinician.

Appointments

The appointment expectations are the same as described in the Client Informed Consent.



Professional Fees

The fees associated with tele-health services are the same as described in the Client Informed Consent.

Insurance

If a client chooses to pay for tele-health based services with their insurance, there are important factors to consider. THE MENTAL HEALTH STOP has completed tele-health attestation with all the insurance companies that THE MENTAL HEALTH STOP is credentialed with. Attestation does not guarantee that the client's insurance company will pay for tele-health services rendered. The client shall be aware that most insurance companies require a prior authorization for tele-health services. THE MENTAL HEALTH STOP will review benefits of the client prior to rendering tele-health services and inform the client if their particular plan allows for tele-health services.

Clients may at times contact their clinician via text or phone and have extended correspondence. THE MENTAL HEALTH STOP will file a claim with insurance or bill for tele-health services that exceed 10 minutes of total correspondence. If insurance denies the claim, clients are responsible for the bill. Medicaid and Medicare clients are excluded from client responsibility for denial claims. Clients are required to know if tele-health services are a covered benefit in their insurance policy, prior to engaging in ongoing correspondence with their clinician.

Confidentiality

In order to respect the client's confidentiality, our staff request clients to provide a code word or phrase during intake that can be used to verify the client's identity during phone, text, social media messaging and email. This method is more secure than other means such as social security numbers and dates of birth, because others may have access to this information. Our staff will not engage any correspondence with the client unless the code word is verified or the client can speak via video conferencing or face-to-face.

THE MENTAL HEALTH STOP requires additional confidentiality measures if the client chooses to text or message their clinician. We ask that all correspondence be deleted immediately following the conversation. THE MENTAL HEALTH STOP is not responsible for any correspondence that the client chooses to preserve because deletion of the correspondence is a client responsibility. Additionally, THE MENTAL HEALTH STOP may ask that clients install HIPPA compliant applications in order to securely communicate with their clinician.

The Notice of Privacy Practices further discusses how THE MENTAL HEALTH STOP maintains client confidentiality.

Contacting The Mental Health Stop

THE MENTAL HEALTH STOP will respond to phone and text messages within a 2 hour response time for clients that consistently engage in tele-health psychotherapy. For other circumstances, please allow 24 hour response time from clinicians. The Client Informed Consent describes in further detail how to contact THE MENTAL HEALTH STOP.

Consent for Treatment

By signing below, the client indicates that they have reviewed this TELE-HEALTH CLIENT INFORMED CONSENT and understand THE MENTAL HEALTH STOP's business policies and Tele-Health Services offered.

Client's Signature

Date