

Desert Therapies and Wellness  
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Tucson, AZ 85710  
520-979-5926  
Deserttherapieswellness.com

**This consent is an addendum to our original Treatment Consent and Fee Agreement Forms.**

- The policies outlined on those original documents, including appointment cancellations, how to contact your provider, emergencies or crisis protocols are still in effect.
- Your provider will use Remotemdr.com Telehealth Video Platform. Remotemdr.com is a HIPAA compliant Telehealth platform using 128-bit encryption.
- Please note: Arizona State laws governing Licensed Professional Counselors only allow Telehealth services to be conducted when the client is in the State of Arizona.

**Participating in Telehealth services requires that the client agree to the following:**

- The client will provide their own technology (including a secure internet connection, video/webcam, microphone and audio). A smart phone will work, but it is not ideal if we are doing EMDR.
- The client agrees to originate their appointment from a non-public location that allows privacy and minimizes the ability of the appointment being overheard. Consider using a white noise machine outside the room if you think you might be overheard by others. It is strongly recommended that the client use earphones/earbuds if privacy is not available.
- It is requested that you place a "do not disturb" notice on the closed-door room you will use.
- The client agrees to not initiate their Telehealth appointment in a public place, while driving a car, using public transportation, or being a passenger in a car.
- The client agrees to participate in Telehealth services dressed appropriately, as if they were attending in-person appointments
- **If the client does not uphold the expectation of providing a safe and confidential space, the appointment will be ended, and the client will be responsible for fees associated with appointment cancellation.**
- You DO NOT have to set up a Remotemdr.com account. Supported web browsers are Google and Firefox.

**Consent for Telehealth Services**

1. I understand that my provider has offered me Telehealth Services.
2. I understand that the information transmitted during Telehealth Services will not be recorded.
3. My provider has explained that receiving services using video conferencing will not be the same as an in-person office visit due to the fact that I will not be in the same room as the provider.
4. I understand that Telehealth services have potential benefits including easier access to care and the convenience of meeting from a location of my choosing.
5. I understand that there are potential risks to Telehealth including interruptions, unauthorized access, and technical difficulties.
  1. **I understand that if there is a service disruption due to technology failure, that my provider will call me by telephone to continue the appointment in this format.**
  2. I understand that the provider or I can request to discontinue the Telehealth services if it is agreed that the video-conferencing connections are not adequate for this situation.
6. I understand I can have a direct conversation with my provider, during which I can ask questions about Telehealth services.

**Consent to Use Remotemdr.com:** remotemdr.vom is the Telehealth videoconferencing technology we will be using for our appointments. By signing this document I acknowledge:

1. Remotemdr.com is not an emergency service. In the event of an emergency, I will use a phone and call 9-1-1. I understand that I can also call the Pima County Community-Wide Crisis Line at 866-495-6735.
2. Though my provider and I will be in direct, virtual contact using Remotemdr.com. Remotemdr.com does not provide any medical or healthcare services or advice, including but not limited to emergency or urgent medical services.
3. Remotemdr.com facilitates videoconferencing and is not responsible for the delivery of healthcare, medical advice or care.
4. I do not assume or expect that my provider has access to all of the technical information about the Remotemdr.com platform.
5. To maintain confidentiality, I will not share the Telehealth appointment link to anyone unauthorized to attend the appointment.

**By signing below, I certify that:**

1. I have read this form or had this form read and/or explained to me.
2. I fully understand its contents including the risks and benefits of receiving Telehealth through videoconferencing.
3. I have been given ample opportunity to ask questions, and that any questions have been answered to my satisfaction.
4. I agree to provide the environmental conditions outlined above to ensure a safe and confidential environment.

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PRINTED Client Name (Guardian if under 18)

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SIGNATURE Client (Guardian if under 18)

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Date