

INFORMED CONSENT REGARDING USE OF TELEHEALTH FOR MENTAL HEALTH SERVICES

Last updated on: 25 August 2026

BY SIGNING BELOW, YOU ACKNOWLEDGE AND CERTIFY THAT YOU ARE 18 YEARS OF AGE OR OLDER AND ARE PROVIDING YOUR AFFIRMATIVE CONSENT TO RECEIVE THE SERVICES DESCRIBED BELOW. IF YOU DO NOT AGREE TO THIS CONSENT, DO NOT SIGN UP TO OBTAIN MENTAL HEALTH SERVICES FROM THE WESTLUND CENTER VIA TELEHEALTH.

Purpose

The purpose of this consent form (this “**Consent**”) is to provide you with information about telehealth (including tele-mental health) and to obtain your informed consent to the use of telehealth in the delivery to you of mental health services through your interactions with The Westlund Center – Tele-Mental Health Services (the “**Service**”), all of which are owned or managed by The Westlund Center and/or its affiliates or subsidiaries (“**TWC**”). The Services connects you with providers of mental health services (collectively, “**Providers**”) as described more fully below. In this Consent, the terms “you” and “yours” refer to the person using the Service.

The Service is not intended for individuals under the age of eighteen (18), and such individuals are expressly prohibited from using any aspect of the Service, even with parental or legal guardian consent.

Doxy.me Messaging Service

Our Services use the Doxy.me messaging and communications platform for mental health providers to communicate with clients. Doxy.me is widely available on different devices, including Windows, Mac, iOS, Android, and Linux. Doxy.me describes its platform an end-to-end encrypted platform operated by a nonprofit organization and designed with privacy-focused features. We have not independently verified Doxy.me's privacy or security claims, and no electronic communications platform can eliminate all risk. Your use of Doxy.me is subject to Doxy.me's own Terms of Service, Privacy Policy, and technical safeguards.

Description of Telehealth Modalities

Telehealth services provided through the Services may include, but are not limited to, the following modalities:

- Synchronous (real-time) interaction with a provider located at a remote site via video or audio calls through Doxy.me

You acknowledge and consent to the use of any or all these modalities as part of your use of the Service.

Your Rights and Responsibilities

You have the right to:

- Access and obtain copies of your information maintained by the Service, subject to applicable law
- Request corrections or amendments to your information
- Withdraw your consent to telehealth at any time as described in this Consent

- Ask questions and receive clear information about the Service and your information
- Obtain in-person services during the course of the Services from another provider

You are responsible for:

- Providing accurate, complete, and up-to-date information about yourself and your contact details
- Notifying TWC of any changes to your information
- Communicating with your healthcare provider regarding your health and any results received through the Service

Provider Credentials and Location

You will be provided information regarding the credentials, licensure, or other authorization to provide services, and the physical location of any Provider delivering services to you through the Platform prior to your receipt of the Services. Providers are required to be licensed, certified, or otherwise authorized to provide services in California, as required by applicable law. Additionally, Providers may include Associate Clinical Social Workers (ASW), who work under the supervision of a licensed clinician, as they work on completing supervised clinical hours for their licensing application. The Service is currently available only to users located in California.

Use of Telehealth

Telehealth involves the request and delivery of services using electronic communication technologies, information technology, or other means to connect a Provider and an individual who are not in the same physical location. Telehealth may include, but is not limited to, one or more of the following: interactions between you and Providers via audio, video, and/or email communications. Prior to receiving TWC's Services, the Provider will assess whether you are an appropriate candidate for telehealth services, which will include looking at your psychosocial situation, among other aspects, based on your referral information.

Anticipated Benefits

The use of telehealth may have the following possible benefits: allowing you to request mental health services from a secure location in your home and at times that are convenient for you; enabling you to interact with Providers without the necessity of an in-office appointment; and providing you with privacy to obtain Services.

Potential Risks

While the use of telehealth can provide potential benefits for you, there are also potential risks associated with the use of telehealth and other technology to access the Services. These risks include, but may not be limited to, the following: the quality, accuracy, or effectiveness of the Services you receive from the Providers are limited; technology, including the Service, may contain bugs or other errors, including ones which may limit functionality, produce erroneous results, render part or all of such technology, including the Service, unavailable or inoperable, produce incorrect records, transmissions, data, or content, or cause records, transmissions, data, or content to be corrupted or lost; failures of technology may also impact the Providers' ability to provide you with correct diagnoses; the inability of the Providers to conduct certain tests or assess vital signs in-person prevents the Providers from identifying the need for emergency medical care or treatment for you; the Providers are not able to diagnose your particular condition, and you may be required to seek alternative healthcare or emergency care services; delays in relation to ordering additional treatment or testing or receiving the results of additional treatment or testing could occur due to unavailability of your Providers or deficiencies or failures of the technology or electronic equipment used;

the electronic systems or other security protocols or safeguards used could fail, causing a breach of privacy of your personal information; data stored and communicated electronically, for example, through email communications, may be more susceptible to unintended disclosure of your personal information to third parties; given regulatory requirements in certain jurisdictions, Providers' diagnosis options may be limited; and a lack of access to your mental health records may result in adverse events such as a failure to diagnose or treat certain conditions. You have the right to discontinue use of the Services at any time and to be informed of any technical failures that may affect the Services.

Follow-Up and Emergency Protocols

If you have questions about your mental health diagnoses status, treatment options, experience symptoms, or require advice regarding a non-mental health condition, you should contact your regular healthcare provider. The Service does not provide follow-up care or medical advice regarding non-mental health conditions. In the event of a mental health crisis, you are solely responsible for seeking appropriate medical attention with a qualified healthcare provider.

In case of an emergency, call 911 or seek in-person emergency care immediately.

EMERGENCY SITUATIONS; DIAGNOSIS; TREATMENT

IF YOU HAVE A MENTAL HEALTH EMERGENCY, SEEK IN-PERSON EMERGENCY CARE IMMEDIATELY OR DIAL 911. THE SERVICE IS NOT APPROPRIATE FOR ANY EMERGENCY CONDITIONS OR CONCERNS.

In some situations, tele-mental health is not an appropriate method of care. If you require immediate mental health assistance or urgent care, you must seek care at an emergency room facility or other provider equipped to deliver urgent or emergent mental health care. Providers may not respond promptly to communications you submit through the Service. If you are not experiencing an emergency or do not require immediate or urgent care, you can communicate with Providers using Doxy.me. If a technical failure prevents you from communicating with your Providers through the Service, you should email your service provider.

In case of an emergency, call 911 or promptly seek in-person emergency care.

THIS TELEHEALTH SERVICE IS NOT INTENDED FOR ACCESSING SERVICES REQUIRING AN IN-PERSON EVALUATION.

Data Privacy and Protection

The electronic systems used in the Service will incorporate network and software security protocols to protect the privacy and security of your information and will include measures to safeguard data against intentional or unintentional corruption. However, no method of electronic transmission or storage is completely secure, and TWC cannot guarantee absolute security of your information. Please refer to TWC's [Privacy Notice](#) for information as to how your personal information will be protected.

Use of the Service may include emails to and from you that may include your personal information. You understand that TWC does not and cannot guarantee the security or privacy of the services or devices you use to receive communications, including, for example, your mobile carrier or personal device. By using the Service, you consent to receiving such communications and acknowledge you have read TWC's Privacy Notice and confirm you understand all special disclaimers related to the Service.

Your Acknowledgments

You acknowledge that you understand and specifically agree to the following:

1. **Non-physician providers.** Mental health services provided to you by Providers via the Service will be provided by telehealth. In some cases, your Provider may be a licensed Clinical Social Worker, a registered and supervised Associate Clinical Social Worker, or other mental health clinician, and not a physician, and you agree to the use of non-physician Providers, if applicable, in connection with your use of the Service.
2. **Technology.** Technology used as a conduit to deliver care, including Doxy.me,, may contain bugs or other errors, including ones which may limit functionality, produce errors, render part or all of such technology unavailable or inoperable, produce incorrect records, transmissions, data, or content, or cause records, transmissions, data, or content to be corrupted or lost, any or all of which could limit or otherwise impact the quality, accuracy, and/or effectiveness of the Services. The delivery of the Services via telehealth is an evolving field, and the use of telehealth or other technology in connection with the Service may include uses not specifically described in this Consent. No potential benefits from the use of telehealth or other technology can be guaranteed.
3. **Diagnosis and Treatment.** There are potential risks to the use of telehealth and other technology, including but not limited to the risks described in this Consent. You should discuss the use of telehealth, including the Service, with your regular healthcare providers, including the benefits and risks of such use and the alternatives to the use of telehealth. By continuing to use the Service, you agree to receive information related to your health via tele- mental health technology, including Doxy.me.
4. **Withdrawal of Consent.** You have the right to withdraw your consent to the use of telehealth in connection with the Service, without prejudice to any future use of the Service, but you understand that the Providers may be unable to provide you with the Service in person. You can withdraw your consent by emailing TWC Customer Service at wgetz@whidbey.com. Any withdrawal of your consent will be effective upon receipt of email notice to TWC, except that such withdrawal will not have any effect on any action taken by TWC, its vendors, or the Providers in reliance on this Consent before TWC receives your written notice of withdrawal. Any withdrawal of your consent with respect to any future Service will not affect your consent for Service rendered prior to such withdrawal, or any other provision of this Consent which applies to Service previously rendered, and you will continue to be bound by this Consent.
5. **Electronic Communication.** You understand that the use of the Service involves electronic communication to and from you of your personal information, including mental health information, in connection with the provision of the Service, including through email and by text message. You consent to receive such electronic communications, including communications that may contain your health information. You understand that it is your duty to provide TWC with truthful, accurate and complete information.
6. **Complaint and Grievance Process.** If you have a complaint or grievance regarding the Service, you may contact TWC Customer Service at wgetz@whidbey.com or by mail at "Attention: Customer Service, 19106 Merion Dr, Porter Ranch, CA 91326." You may also have the right to file a complaint with your state's health regulatory authority or consumer protection agency.

7. Language and Accessibility. This Consent is provided in English. If you require this document in another language or in an accessible format due to a disability, please contact TWC Customer Service to request assistance.

8. Updates to Consent

TWC may update this Consent from time to time. You will be notified of any material changes via the Platform or by email. Continued use of the Service after such notification constitutes your acceptance of the updated Consent.

Client Name (Please Print):

Signature:

CSUN ID#

Today's Date:

Expiration Date (if blank, form is valid 12 months
from completion date):
