

Informed Consent for Telehealth

Nuts and Bolts

Telehealth refers to services provided remotely that includes interactive audio and visual telecommunications. For our purposes, it will occur through a web site entitled doxy.me. Your provider will email you an “invitation” and you then follow the steps to connect to the virtual waiting room. Once your provider is ready to see you, she will click on your name and you will be connected. At that point you should be able to see and speak with your provider on your electronic device.

Benefits

Telehealth allows patients to continue to see their provider and receive care when they are unable to be seen face-to-face.

Risks

Because telehealth visits take place outside of the clinician’s office, there is a potential for other people to overhear your conversation. It is important to be in a room or area where others are not present to overhear your conversation. Our clinicians will make every effort and take reasonable steps to ensure your privacy from our end.

There are also confidentiality risks associated with using electronic media in general. None of your personal health information will be stored in doxy.me. Once the session ends, the connection is broken. Using a secure network as well as an ethernet connection (rather than WiFi) will make things more secure.

Crisis Management

Before we begin our session, you will be asked to state your location and a phone number we can use if a crisis should arise or we are disconnected. If the patient is a minor, the location of the parent will also be asked. All individuals present for the virtual visit must be within view of the camera so we know who is participating. Recording of the session is not allowed.

If the session is interrupted for any reason and you are having an emergency, call 911 or go to your nearest emergency room. If it is not an emergency, disconnect from the session. Your

provider will wait 2 minutes and then resend an invitation. If we do not hear back from you, we will give you a call on the number you provided at the beginning of the session.

Fees

The fees will be the same as in-person visits. If there is a technological failure and we are unable to resume the connection, you will only be charged for the prorated amount of the actual session time.

Records

Your mental health records will still be maintained in our usual electronic health record system.

Informed Consent

This agreement is intended as a supplement to the general informed consent that we agreed to at the onset of treatment and does not amend any of the terms of that agreement. Your signature below indicates agreement with these terms and conditions.

Client

Date

Clinician

Date