



# Telehealth Consent Form

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- You/Your child will need access to certain technological services and tools to engage in telehealth-based services with the provider.
- Telehealth has both benefits and risks, which you and the provider will be monitoring as you proceed with your work.
- It may transpire that receiving services by telehealth is inappropriate for you or your child, and that you and the provider may have to cease work by telehealth.
- You can stop work by telehealth at any time without prejudice.
- You will need to participate in creating an appropriate space for telehealth sessions.
- You will need to participate in making a plan for managing technology failures.
- The provider follows security best practices and legal standards in order to protect health care information, but you will also need to participate in maintaining your own security and privacy.

## WHAT IS TELEHEALTH?

- "Telehealth" means, in short, "provision of health services with the provider and recipient of services being in separate locations, and the services being delivered over electronic media."
- Services delivered via telehealth rely on a number of electronic, often Internet-based, technology tools. These tools can include video conferencing software, email, text messaging, virtual environments, specialized mobile health ("mHealth") apps, and others.
- The provider typically provides telehealth services using secure-encrypted email and a video-conferencing platform.
- You will need access to Internet service and technological tools needed to use the above-listed tools in order to engage in telehealth work with the provider. If you have any questions or concerns about the above tools, please address them directly to the provider so you can discuss the risks, benefits, and specific application to the client's treatment.

## BENEFITS AND RISKS OF TELEHEALTH:

Receiving services via telehealth allows you to:

- Receive services at times or in places where the service may not otherwise be available.
- Receive services in a way that may be more convenient or less prone to delays than in-person meetings.
- Receive services when you are unable to travel to the service provider's office.
- The unique characteristics of telehealth media may also help some people make improved progress on health goals that may not have been otherwise achievable without telehealth.

Receiving services via telehealth has the following risks:

- Telehealth services can be impacted by technical failures and may introduce risks to your privacy. Here is a non-exhaustive list of examples:
  - Internet connections and cloud services could cease working or become too unstable to use.
  - Cloud-based service personnel, IT assistants, and malicious actors ("hackers") may have the ability to access your private information that is transmitted or stored in the process of telehealth-based service delivery.



- Computer or smartphone hardware can have sudden failures or run out of power, or local power services can go out.
- Interruptions may disrupt services at important moments, and the provider may be unable to reach you quickly or use the most effective tools. The provider is also unable to help you in-person.
- There may be additional benefits and risks to telehealth services that arise from the lack of in-person contact or presence, the distance between you and your provider at the time of service, and the technological tools used to deliver services. The provider will assess these potential benefits and risks, sometimes in collaboration with you, as your relationship progresses.

### Assessing Telehealth's Fit For You

- Although it is well validated by research, service delivery via telehealth is not a good fit for every person. The provider will continuously assess if working via telehealth is appropriate for your case. If it is not appropriate, the provider will discuss possible alternatives.
  - Please talk to the provider if you find telehealth media so difficult to use that it distracts from the services being provided, if the medium causes trouble focusing on your child's services, or if there are any other reasons why the telehealth medium seems to be causing problems in receiving services. Raising your questions or concerns will not, by itself, result in termination of services. Bringing your concerns to the provider is often part of the process.
- You also have a right to stop receiving services by telehealth at any time without prejudice.

### YOUR TELEHEALTH ENVIRONMENT

- You will be responsible for creating a safe and confidential space during sessions. You should use a space that is free of distraction and other people. It should also be difficult or impossible for people outside the space to see or hear your interactions with the provider during the session. If you are unsure of how to do this, please ask the provider for assistance.

### OUR COMMUNICATION PLAN

At the first session, we will develop a plan for backup communications in case of technology failures. In addition to those plans, the provider has the following policies regarding communications:

- The best way to contact your provider between sessions is by texting (855) 426-5437, or using the IntakeQ Client Portal.
- A provider will respond to your messages within 24 business hours. Please note that the provider may not respond at all on weekends or holidays. The provider may also respond sooner than stated in this policy. That does not mean they will always respond that quickly.

Our work is done primarily during our appointed sessions, which will generally occur during Monday-Friday 9am-5pm. Contact between sessions should be limited to:

- Confirming or changing appointment times.
- Billing questions or issues.
- A provider may coordinate care with one or more of your other providers. The provider will use reasonable care to ensure that those communications are secure and that they safeguard your privacy.



## YOUR SECURITY AND PRIVACY

- Except where otherwise noted, the provider employs software and hardware tools that adhere to security best practices and applicable legal standards for the purposes of protecting your privacy and ensuring that records of your healthcare services are not lost or damaged.
- As with all things in telehealth, you also have a role to play in maintaining your security. Please use reasonable security protocols to protect the privacy of your own healthcare information. For example: When communicating with your provider, use devices and service accounts that are protected by unique passwords that only you know.

## RECORDINGS

- Please do not record video or audio sessions without the provider's consent. Making recordings can quickly and easily compromise your privacy, and should be done so with great care. The provider will not record video or audio sessions.