



Client # _____

FairView Counseling and The Play Therapy Center Informed Consent for Telemental Health Services

Overview

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

What is Telemental Health?

“Telemental health” is the “provision of mental health services with the provider and recipient of services being in separate locations, and the services being delivered over electronic media.” Services delivered via telemental health can rely on a number of HIPAA compliant electronic, often Internet-based, technology tools. Your provider provides telemental health services using the following: telephone and/or Microsoft Teams.

Benefits and Risks of Telemental Health

Receiving services via telemental health allows you to receive services at times or in places where the service may not otherwise be available, receive services that may be more convenient and less prone to delays than in-person meetings, and receive services when you are unable to travel to the service provider’s office.

Receiving services via telemental health telemental health services can come with some risks such as services can be impacted by technical failures, may introduce risks to your privacy, and may reduce your service provider’s ability to directly intervene in crises or emergencies.

There may be additional benefits and risks to telemental health 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. Your provider will assess these potential benefits and risks, sometimes in collaboration with you, as your relationship progresses.

Assessing Telemental Health’s Fit For You

Although it is well validated by research, service delivery via telemental health is not a good fit for every person. Your provider will continuously assess if working via telemental health is appropriate for your case. If it is not appropriate, your provider will help you find in-person providers with whom to continue services. You also have a right to stop receiving services by telemental health at any time without prejudice.

FairView Counseling and The Play Therapy Center is providing telemental health due to the emergency situation created by Coronavirus Disease (COVID-19) while in-person providers are unavailable. All clients will be transitioned from telemental health as soon as we are able to safely resume in-person sessions.



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Your Telemental Health Environment

You will be responsible for creating a safe and confidential space during sessions. You should use a space that is free of other people. For child clients, "other people" means anyone not already involved in treatment. It should also be difficult for people outside the space to see or hear your interactions with your provider during the session.

Our Communication/ Safety and Emergency Plan

We will develop a plan for backup communications in case of technology failures and a plan for responding to emergencies and mental health crises.

- The best way to contact your provider between sessions is to call the office - 610-396-9091.
- Please note that your provider may not respond at all on weekends or holidays.
- Our work is done primarily during our appointed sessions, 10-8, Monday -Thursday

As a recipient of telemental health-based services, you will need to participate in ensuring your safety during mental health crises, medical emergencies, and sessions that you have with your provider. During mental health crises and emergencies, call 911, or go to the emergency room.

Your Security and Privacy

Except where otherwise noted, your 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 health care services are not lost or damaged.

As with all things in telemental health, however, you also have a role to play in maintaining your security. Please use reasonable security protocols to protect the privacy of your own health care information. For example: when communicating with your provider, use devices and service accounts that are protected by unique passwords that only you know. Also, use the secure tools that your provider has supplied for communications.

Payment

You are responsible for any copayments or coinsurances that apply to your telehealth sessions.

Recordings

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

Client signature (age 14+) _____ **Date** _____

Parent/Guardian signature _____ **Date** _____