

Patient Name: \_\_\_\_\_ Date: \_\_\_\_\_

## **INFORMED CONSENT FOR TELEHEALTH PSYCHOLOGY SERVICES**

**What is Telehealth?** Providers use technology, including audio and video, to provide health and mental health care for clients. Providers and clients are in separate locations, and mental health services are provided through electronic means. Dr. Williams will be providing telehealth services using the following tool, which is HIPAA compliant: **doxy.me**.

### **Benefits of Telehealth:**

- \*You can receive services at times or in places where the service may not otherwise be available.
- \*You can receive services in a fashion that may be more convenient and less prone to delays than in-person meetings.
- \*You can receive services when you are unable to travel to the provider's office (i.e., during COVID-19 restrictions).
- \*The unique characteristics of telehealth may also help some people make improved progress on mental health goals that may not have been otherwise achievable.

### **Risks of Telehealth:**

- \*Telehealth services can be affected by technical failures.
- \*They may introduce risks to your privacy given the vulnerability to hacking.

For example:

- \*Internet connections or cloud services could stop working or become unstable.
- \*Cloud based service personnel, IT assistants, or hackers may have the ability to access your private information that is transmitted (Dr. Williams is minimizing this risk by using a HIPAA compliant program).
- \*Computer or smartphone hardware can have sudden failures or run out of power, or local power services can go out.
- \*Interruptions can disrupt services at important moments, and your provider may be unable to reach you quickly or using the most effective tools.
- \*Telehealth may reduce your provider's ability to directly intervene in crises or emergencies.
- \*Your provider may also be unable to help you in person.

### **Assessing Telehealth's Fit for You:**

Telehealth is not a good fit for every person. Please talk to Dr. Williams about any problems you may have with the telehealth process. Dr. Williams will assess over time if working via telehealth is appropriate for your case. She may recommend face-to-face, in office sessions as an alternative. You also have the right to ask to stop receiving services by telehealth at any time, and to revert to face-to-face, in office sessions. (This is not an option during COVID-19 restrictions).

### **Site Preparation:**

Telehealth includes two sites: your provider's transmission site, and your transmission site. Dr. Williams is responsible for her transmission site, and you are responsible for creating your transmission site. Consider these items before your first telehealth appointment:

1. You will need access to certain tools, like a computer with a webcam, or a smartphone.
2. If you are using a smartphone, you may want to use headphones to maximize volume.
3. Utilize a high speed internet connection that is password protected (not public wifi), to improve confidentiality.
4. Find a quiet, private space that is free of distractions (including cell phone or other devices) during the session.
5. As with face-to-face appointments, it is important to be on time. If you need to cancel or change your tele-appointment, please notify Dr. Williams' office at least 24 hours' in advance by phone. If you are more than 10 minutes late to the appointment, for reasons not related to technical problems, your appointment will be rescheduled, and this will be considered a missed appointment.
6. Please present yourself for telehealth appointments fully dressed, and adequately groomed.
7. Many clients find that sitting in their parked car is a confidential, comfortable place for telehealth appointments. However, Dr. Williams will not continue with your appointment if you are driving the car, or if you are riding in a car driven by someone else.

**Security:**

1. Dr. Williams has chosen a HIPAA compliant platform for telehealth sessions (doxy.me).
2. Confidentiality still applies for telehealth services, and neither provider nor client will record the session without advising the other party.
3. All existing laws regarding access to medical information and copies of your medical records apply to your telehealth session.

**Planning for Problems:**

1. Before the first session, please provide Dr. Williams with a phone number where you can be reached. She will call you to restart the session or to reschedule it, in the event of technical problems.
2. Provide Dr. Williams with an emergency contact person as well. If, during the session or after it, Dr. Williams determines that you need in-person assistance because of a mental health emergency, she may call your emergency contact person to assist.
3. If technical problems result in a disconnection of services, if Dr. Williams is unable to reach you by phone, and you feel the need for additional support, consider the following options:
  - a. Contact the person you have designated as your emergency contact.
  - b. Call one of these resources, available 24/7:  
Santa Fe Crisis Response 1-800-820-6333, Crisis Intervention and Hotline 1-855-223-7111, or National Crisis Hotline, 1-800-273-8255.
  - c. Call 911, or go to your nearest emergency room.

If you have any questions or concerns about telehealth, please address them directly with Dr. Williams. Your signature indicates your review and agreement with the policies above.

Dr. Caroline Williams \_\_\_



Signature of Patient/Patient's Legal Representative: \_\_\_\_\_

Date: \_\_\_\_\_