



## INFORMED CONSENT TELEHEALTH SERVICES

### **Electronic Communication:**

Services by electronic means, including but not limited to telephone communication, the Internet, facsimile machines, and e-mail is considered telemedicine by the State of California. Under the California Telemedicine Act of 1996, telemedicine is broadly defined as the use of information technology to deliver medical services and information from one location to another. If you and your therapist chose to use information technology for some or all of your treatment, you need to understand that:

- (1) You retain the option to withhold or withdraw consent at any time without affecting the right to future care or treatment or risking the loss or withdrawal of any program benefits to which you would otherwise be entitled.
- (2) All existing confidentiality protections are equally applicable.
- (3) Your access to all medical information transmitted during a telemedicine consultation is guaranteed, and copies of this information are available for a reasonable fee.
- (4) Dissemination of any of your identifiable images or information from the telemedicine interaction to researchers or other entities shall not occur without your consent.
- (5) There are potential risks, consequences, and benefits of telemedicine. Potential benefits include, but are not limited to improved communication capabilities, providing convenient access to up-to-date information, consultations, support, change in the conditions of practice, improved access to therapy, better continuity of care, and reduction of lost work time and travel costs. Elective therapy is often facilitated when the therapist gathers within a session or a series of sessions, a multitude of observations, information, and experiences about the client.

Therapists may make clinical assessments, diagnosis, and interventions based not only on direct verbal or auditory communications, written reports, and third person consultations, but also from direct visual observation, information, and experiences. When using information technology in therapy services, potential risks include, but are not limited to the therapist's inability to make visual observations of clinically or therapeutically potentially relevant issues. Potential consequences thus include the therapist not being aware of what he or she would consider important information, that you may not recognize as significant to present verbally the therapist.

Prior to starting video-conferencing services, we discussed and agreed to the following:

1. There are potential benefits and risks of videoconferencing (e.g. limits to patient confidentiality) that differ from in-person sessions.
2. I understand that my health care provider wishes me to engage in a telehealth consultation.
3. My questions have been answered in a language I understand. Alternatives to telehealth, risks and benefits of it have been shared.
4. Confidentiality still applies for telehealth services, and nobody will record the session without the permission from the others person(s).

5. We agree to use the video-conferencing platform selected for our virtual sessions, and the therapist will explain how to use it.
6. You need to use a webcam or smartphone during the session.
7. It is important to be in a quiet, private space that is free of distractions (including cell phone or other devices) during the session.
8. It is important to use a secure internet connection rather than public/free Wi-Fi.
9. It is important to be on time. If you need to cancel or change your tele-appointment, you must notify your therapist in advance by phone or email.
10. We need a back-up plan (e.g., phone number where you can be reached) to restart the session or to reschedule it, in the event of technical problems or interruptions.
11. We need a safety plan that includes at least one emergency contact and the closest ER to your location, in the event of a crisis situation.
12. If you are not an adult, we need the permission of your parent or legal guardian (and their contact information) for you to participate in telehealth sessions.
  - For child therapy, a parent should be nearby but not listening to the conversation unless invited to join in by the minor and therapist.
  - Simple supplies may be asked by the child to utilize such as paper, pencil and crayons. Sometimes toys if available.
13. You should confirm with your insurance company that the video sessions will be reimbursed; if they are not reimbursed, you are responsible for full payment.
14. As your therapist, I may determine that due to certain circumstances, telehealth is no longer appropriate and that we should resume our sessions in-person.
15. Telehealth is not an emergency service. In the event of an emergency, I will use a phone to call 911.
16. To maintain confidentiality, I will not share my telehealth appointment link with anyone unauthorized to attend the appointment.

Client Name \_\_\_\_\_  
(Print)

Parent/Legal Guardian Name \_\_\_\_\_  
(Print)

Parent/Legal Guardian \_\_\_\_\_  
(Signature)

Date \_\_\_\_\_