

SAMPLE INFORMED CONSENT FOR TELEHEALTH SERVICES

This Psychologist or Psychological Organization is offering telehealth services (THS) by telephone or secure online video conference during the COVID-19 crisis. THS refers to any psychological services provided to a patient via telephone or secure online videoconferencing. THS is typically available only to patients located within West Virginia, the state in which our psychologists are licensed to practice. THS is being provided on a temporary basis until the crisis subsides.

This document is an addendum to our standard Informed Consent and does not replace it. All aspects of informed consent for treatment in that document apply to THS. THS is conducted and documented in a confidential manner according to applicable laws in similar ways as in-person services.

There are some risks including:

- Session disruption or delay or communication distortion due to technical failures.
- Increased likelihood of misunderstanding as THS involves alternate forms of communication that may reduce visual and auditory cues.
- Your psychologist determining that THS is not an appropriate option.
- Limits to confidentiality in the event you choose to receive services in settings where others might overhear.
- Rare cases in which security protocols could fail.

This Psychologist works to reduce these risks by:

- Using the telephone as the primary means of providing THS.
- Utilizing secure videoconferencing software which is HIPPA compliant and suitable to the exchange of personal health information.
- Ensuring end-to-end encryption of the videoconference.
- Not recording, and asking that you will not record, the videoconference.
- Making sure that psychologists have received the appropriate training to make use of the videoconferencing software and engage in THS.
- Conducting, and asking that you conduct, THS only from a private location where you will not be overheard or interrupted.
- Asking you to use your own computer or device on a secure internet connection that is not publicly accessible, rather than on public or free Wi-Fi.
- Asking that you ensure your computer or device has updated and operating anti-virus software.
- Asking that you provide your location, information for at least one nearby emergency contact, and the name of the emergency room closest to your location. This allows this Psychologist to contact these supports if you are in crisis or your counselor is unable to reach you.

You will need a webcam or smartphone for videoconferencing, and you will be provided instructions on how to use the videoconferencing software. It is important to be in a quiet, private space that is free of distractions. Should there be technical problems with the videoconferencing session, the most reliable substitute is to make contact by telephone. Make sure this psychologist has your current and correct

contact information. Phone calls from this psychologist may show up as “unavailable.” If you experience technical problems and cannot make a videoconference connection, please contact this psychologist. You may choose to contact your counselor by email, but please remember that email is not a confidential form of communication and your contact should be limited to matters related to scheduling only.

If we believe that you may be in crisis and we are not able to contact you, we may call your emergency contact or local emergency service providers.

Operational hours for this psychologist are posted on our website. You can reach this psychologist by calling 304- xxx-xxxx.

This psychologist offers after-hours services at any time the office is closed and can be reached by calling 304- xxx-xxxx. A crisis text line is also available at 304- xxx-xxxx.

-or-

If you are in a psychological crisis after hours please go to the nearest emergency room.

I have read and understand the above information. I hereby give informed consent to receive Telehealth Services.

Client Signature: _____ Date _____