

Information about and Consent to Telehealth Treatment

The following information is designed to inform you of the benefits and risks of these modalities as well as how to proceed.

1. The bulk of my training and experience were for in-person therapy, so it is most likely my most effective modality. The benefits of in-person therapy include increased privacy, the ability to see body language, ease of sharing resources like worksheets, less interference due to technological problems, and less distraction from environmental factors (pets, lawn mowers, etc.).
2. Telehealth also has distinct advantages over in-person service delivery. Sessions are more regular, as issues like childcare, illness, and weather are not likely to cause disruption. Therapists and clients are also often more comfortable in their homes.
3. Your participation in telehealth services is completely voluntary. You can choose not to do it, and you can choose to opt out at any time. However, please note you may have to be put on a wait list for in-person therapy if you decide to switch.
4. Our telehealth sessions will be performed over a secure communication system that is almost impossible for anyone else to access, but because there is still a possibility of a breach, you should know and accept the very rare risk that this could affect confidentiality. When at work, I conduct sessions in my office alone with the door closed. When at my residence, I conduct sessions alone with the door closed in a room on a floor that is not being used by other members of my household (including pets).
5. By law, I need to establish where you are located at the beginning of a session. Once I begin to recognize your surroundings, I will no longer ask. If you will be out of state, it is your responsibility to notify me ahead of our session time. Though my license permits me to see people in some states outside of Illinois, I may need to consult the regulations of the particular state you will be in prior to our session. If you begin a session out of state without notifying me, I may have to end the session. You may be charged in this instance.
6. If you experience an emergency during our session, I will call your emergency contacts or 911.
7. If the session is cut short due to technological issues, you and your insurance will not be billed for the missed time.
8. The laws that protect privacy and the confidentiality of client information also apply to telehealth and the agreements set in place on your signed forms still apply.

Instructions and Guidelines

Video Conferencing

Video Conferencing (VC) is the preferred option for us to conduct remote sessions over the internet, as it most closely resembles our in-person sessions. I will be using Doxy.Me. This VC platform is encrypted to the federal standard, and is HIPAA compatible. Additionally, there is a signed HIPAA Business Associate Agreement (BAA) with Pathways Counseling, which means Doxy.Me is willing to attest to HIPAA compliance and assumes responsibility for keeping our VC interaction secure and confidential. You also don't need to install any apps or software.

If we choose to utilize this technology, type <https://doxy.me/pathwayspc> into your browser 5 minutes before our session time (this allows a few minutes to get the link to connect). You type your name, and give

permission to “record” sound and video (which just means “use”). Signing on will place you in a virtual waiting room. As close to your session time as possible, when I am available, I will connect with you. I strongly suggest that you only communicate through a computer or device that you know is safe (e.g., has a firewall, anti-virus software installed, is password protected, not accessing the internet through a public wireless network, etc.). Additionally, you should not be using a computer or phone assigned to you by your employer.

To get the most out of VC sessions, I recommend the following:

1. Make sure your device is charged and your internet is working well.
2. If you use a phone, set it on a stand—you will get tired of holding it for an hour.
3. Go someplace private and free of distraction; ideally behind a closed door.
4. Abstain from checking email or engaging in activities you would not normally during our sessions; these break emotional focus.
5. You are welcome to conduct a session in your parked car, but for safety reasons, I will not do sessions with clients who are driving.
6. Consider using headphones for increased privacy.
7. Consider closing the thumbnail screen of yourself to improve your focus in the session.

Telephone

Therapy over the phone limits our ability to see one another’s facial expressions and body language. For this reason, it is likely to be less impactful.

To get the most out of telephone sessions, I recommend the following:

1. If using a mobile phone, make sure it is charged and you are in a spot with good reception.
2. Go someplace private and free of distraction; ideally behind a closed door.
3. Abstain from checking email or engaging in activities you would not normally during our sessions; these break emotional focus.
4. You are welcome to conduct a session in your parked car, but for safety reasons, I will not do sessions with clients who are driving.
5. Consider using headphones for increased ease and privacy.

Other Guidelines

If you are unable to conduct our session in private, we should reschedule. I will extend the same courtesy to you. Neither one of us needs to feel “on display,” nor is it appropriate to conduct therapy in public.

If we get cut off, I will try to re-establish a connection and/or wait for you to reconnect. If we are unable to resume via video, we can finish on the phone, if we cannot resume on the phone, please contact me as soon as possible. If I believe you are in danger, and I am unable to contact you, I will initiate a wellness check.

I have read and agree to the above Information about and Consent to Telehealth Treatment

Client Signature _____ Date _____

Witness _____ Date _____