

Client Consent & Instructions for Telehealth Therapy Sessions

As a support, I have outlined the following information and included instructions as a technical support in preparing for your initial telehealth session.

If you have any questions, please do not hesitate to let me know, I will be happy to do all I can to support this transition.

Hardware

You will need to provide your own hardware (such as a phone, pad, or computer) and a stable Internet connection.

Software

In my practice I/we use Doxy.me videoconferencing software and is a HIPAA secure platform that allows secure communication via real-time audio/video and texting. It is fully compliant with federal telecommunication security protocols.

Doxy.me is very easy to navigate and will run on any operating system, and any hardware including desktop computer, laptop, tablet, or cellular telephone. If you have questions about any of this, I'll be happy to help.

Set-Up

Telehealth videoconferencing can take increased set-up time and though you do not need to be a tech expert, you should have a reasonable comfort level in using technology. This platform is very simple to use with a little practice. I am happy to help.

Before your first telehealth session, I recommend that you ensure that your software and hardware are working together properly and that you know how to operate them.

Confirm your internet connection and wireless router are fast enough to provide a full signal. I can walk you through this prior to your session.

Please visit [Doxy.me](https://doxy.me) and learn the basic menu, try all the features, test your settings. Click on "Settings," then "Audio and Camera Setup." Make sure that your camera and microphone are working.

Test Call

Before an initial telehealth session, a test call up to 10 minutes can be arranged so that we can do a "test run" and ensure that everything is running smoothly, and you are feeling comfortable with the technology.

Privacy

Confidentiality is key. Please be sure that you conduct your telehealth session in a private place, free from distraction or intrusion. A room with a door that closes is best if possible. If you are sheltering in with family, perhaps placing a post it on the door for privacy will help.

It is helpful to have adequate light, either in front of a window, or lamp. Overhead light is not the best, but we will make it work if need be!

Check to see that your face can be seen. You can do this by setting your laptop on a stack of large secure books. Or hold your camera in front of your face if using your phone. It is best to try and avoid positioning your camera too low or too high. Try to fill the screen as much as possible.

Your device's speakers will be just fine, just remember to try and minimize outside noises so you are not distracted. Headphones can be helpful for this as well.

There is no need to speak loudly or shout, you may speak in your normal voice. I'll hear you just fine.

Dress Code

Casual dress is just fine however, I'll be dressed as if I were meeting you for an in person session. PJs, unless you are ill, are not appropriate for a therapy session.

Session Support

Just like an in-person appointment, schedule your telehealth session in advance. My cancellation policy of 24 hours still applies for online therapy. Your fee is the same as well.

Helpful Tips

5 minutes before the appointment time, have your device on, video conferencing software launched, Kleenex and water handy, and be ready to start the session at the time of the scheduled telehealth appointment.

It is important to close out other website tabs, and other programs such as Netflix, Amazon and Facebook in order to have a more secure and solid connection.

I will initiate the call at the appointment time. Please remember that there is no recording of calls or video sessions.

Distortion or Disruption

If our connection during your session is interrupted by a technical issue or malfunction, we will reconnect and try again. If a video telehealth session is still distorted after a second attempt, we will move to a telephone session for that time.

Location Confirmation

I will confirm your address and your confidentiality at the start of each session.

Confidentiality

The laws that protect the confidentiality of your medical information in the office also apply to telehealth sessions, including limits to confidentiality.

In order to maintain your confidentiality, we both agree to keep the same privacy safeguards as during an in-person session. The environment should be free from unexpected intrusions. There is a risk of being overheard by a third party near you if you do not conduct the session in an enclosed private room, with reasonable sound barriers, and with no one else present or observing.

Additionally, we both agree to not record the telehealth sessions without prior written consent.

Consent for Telehealth

It is important for you to know that you have the right to opt in or opt out of the methods of telehealth communication at any time, without affecting your right to future care or treatment.

I welcome any questions in order to discuss prior to the telehealth session which medium will be used, how to use it, and any necessary login codes, or if you prefer to use your phone for a phone session. Your comfort level is of top concern to me.

Security

No electronic transmission system is considered completely safe from intrusion. Interception of communication by third parties remains technically possible.

Security

Due to the complexities of electronic media and the internet, risks of telehealth include the potential for release of private information, including audio and images.

What this means is that in spite of my very best efforts, I cannot fully guarantee the security of telehealth sessions and no therapist can. As you know you are responsible for information security on your computer, laptop, tablet, or smartphone. As a policy, I will ask for your agreement to not electronically record telehealth sessions without prior written consent.

While a variety of software programs are available for video conferencing, such as Skype, Facetime, or GoToMeeting, not all are encrypted, or compliant with

Federal law to protect the privacy of your health communication. We can discuss what feels like the safest platform for your comfort level.

Security

Your safety is also a priority for me, while you may conduct your telehealth session via the privacy of your car, please do not drive while on a therapy session as we may be processing challenging material. **I will ask that you pull over to a safe space and know the location should you be driving when the session begin.**

Telephone

Telehealth can include telephone sessions. When using the telephone, remember to be in a place you feel comfortable speaking about personal and private matters. If you are using a cellular telephone, remember that not all calls or telephones are absolutely secure and there is a chance that the call could be compromised by various detection devices. A landline is preferable because it is more secure, more reliable, and often offers clearer audio quality. Again, you have the right to opt in or out of any telehealth platform you choose.

Video Conferencing

As mentioned earlier, you are responsible for your own hardware and software, audio and video peripherals, and connectivity and bandwidth considerations.

At the time of the telehealth appointment, it will be your responsibility to have your electronic device on, video conferencing software launched, and be ready to start the session at the time of the scheduled telehealth appointment. Again, if you are not comfortable with “tech”, we can set up a 5-minute test run prior to your session.

Payment

Just like in-person services, telehealth services are a professional service, and a fee is charged at the same rate as in-person services.

Even when health insurance covers in-person services, health insurance may limit or deny coverage of telehealth services. You are responsible to confirm and know in advance what your insurance may or may not cover. If your insurance does not cover telehealth services, you will personally be responsible for full payment.

I look forward to being of support and am happy to set up a 5 minute “test run” to help you get familiar with Doxy.me if you are not comfortable with technology.

Please sign, date and send back to me prior to your next session.

I have read and understand the information provided above. I have discussed it with Jesse Weiss-Zandfard. All of my questions have been answered to my satisfaction. I hereby request and consent to telehealth services as a part of my treatment. I agree to abide by the terms of this agreement, I understand limits of confidentiality, I understand and agree with the cancellation policy and fee of self-pay or sum of insurance reimbursement payment.

Patient Signature: _____ **Date:** ____/____/____

Therapist Signature: _____ **Date:** ____/____/____