



Telehealth Informed Consent

This document pertains to telehealth only and the policies herein are in addition to the policies previously signed. As a client receiving telehealth services through Annie's Counseling, I understand the following:

"Telehealth" is the delivery of mental/behavioral health services including consultation, treatment, transfer of medical data, emails, telephone conversations and education using interactive audio, video, or data communications between a provider and a client who are not in the same physical location and may or may not involve direct face to face communication. Telehealth also involves the communication of my medical/mental information, both orally and visually. Electronic systems used will incorporate network and software security protocols to protect the privacy and security of health information and imaging data and will include measures to safeguard the data to ensure its integrity against intentional or unintentional corruption; however, technology utilized outside of video conferencing is not encrypted and may not be HIPAA compliant. Likewise, it is your responsibility to keep all information exchanged secure and to create an environment on your end that is not subject to unexpected or unauthorized intrusion of your personal information. We recommend that you refrain from allowing others to be in the room during telehealth sessions. Your therapist may terminate the telehealth session if your identity cannot be determined and/or if persons other than you are found to be in the room.

Benefits and Limitations

There are benefits and limitations to telehealth. It is our expectation that you will benefit from online therapy as all or part of your psychotherapy, but there is no guarantee. Telehealth offers you added convenience and increased accessibility to psychological care; however, online-based services are not the same as traditional treatment. Telehealth may not be appropriate for your needs as some overwhelming or potentially dangerous challenges are best met with traditional therapy. Furthermore, information transmitted may not be sufficient to allow for appropriate psychological decision making by your provider. The appropriateness of continuing to deliver services through the use of technologies we have agreed upon should be regularly assessed and will be modified as needed. If it is determined that traditional therapy is better suited to your needs, your therapist will discuss scheduling options or provide referrals as necessary. It is your responsibility to schedule and attend these sessions if necessary. Clients receiving telehealth must be located in the state of Texas to be eligible for telehealth services from Annie's Counseling.

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There are risks involved in transmitting information over technology that include, but are not limited to, breaches of confidentiality, theft of personal information, access by unauthorized persons, and disruption of service due to technical difficulties. Should disruption of service occur, attempts will be made to reconnect up to the usual session end time. Sessions that do not occur or end early due to technical issues on the users end will incur the usual and customary fees associated with the session at the discretion of the therapist.

You are responsible for providing the necessary personal computer, personal telecommunications equipment and internet access for telehealth sessions, the information security of personal computer, arranging a location with sufficient lighting and privacy that is free from distractions or intrusions for telehealth session, the security of any emails or communication on your personal computer or smartphone. You are responsible for securing such personal technology items and determining that they are in proper working order before the time the session is scheduled to begin. You may need to contact a designated third party for technical support to determine your computer's readiness for telehealth prior to beginning telehealth sessions.

Privacy and Confidentiality

Privacy and confidentiality laws also apply to telehealth. Please consult our privacy policy.

Telehealth sessions cannot be recorded by either party without prior written consent.

Your therapist will be in a private setting so that clients cannot be seen or heard by a third party. If a third party is required by the therapist for technical support, clients will be informed and given the chance to shield their identity. Any third party offering technical support is subject to the same HIPAA rules as any other member of the Annie's Counseling workforce.

Emergencies

Telehealth with Annie's Counseling is not a crisis or emergency service. During your first telehealth session, you and your therapist will create a safety plan in case of emergency. If you are experiencing an emergency, call 911 or go to the nearest hospital emergency department. If you are having suicidal thoughts or making plans to harm yourself, you can call the National Suicide Prevention Lifeline at 1-800-273-TALK (8255) for free, 24-hour support.

Payment/Cancellation Policy

Payment for telehealth sessions is due in full before each session through the payment portal. The fee schedule is detailed in the client consent form. Please note, some insurance plans do not cover telehealth services even if they cover traditional therapy sessions, so any submitted receipts may be denied.

Appointment times are reserved for you and the 24-hour cancellation fee remains applicable for telehealth.

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I provide my informed consent for the use of telehealth in my psychological care and authorize Annie's Counseling to use telehealth in my diagnosis and treatment. I understand that I can withdraw my consent at any time by providing written notification to Annie's Counseling without jeopardizing my access to future care, services, and benefits. My signature indicates that I have read this Agreement and agree to its terms.

Signature of client or legal guardian

Date

Signature of client or legal guardian

Date

Therapist

Date