

H&L Psychological Services, LLC

Telehealth Services Informed Consent Statement

Telehealth Definition	
	Telehealth refers to providing psychotherapy services remotely using telecommunications technologies, such as video conferencing or telephone.
Risks of Telehealth	
	Although there are benefits of telehealth, there are some differences between in-person psychotherapy and telehealth, as well as some risks. There are risks to confidentiality if you are not in a private place during the session. We ask that you only participate in sessions in a place where others cannot overhear and where you will not be interrupted. Our therapists will ensure privacy by holding sessions in a private location. There is the possibility of problems with technology during sessions. Technology may stop working during a session, other people might be able to get access to your private conversation, or stored data could be accessed by unauthorized people or companies. Most research shows that telehealth is as effective as in-person psychotherapy. However, some believe something is lost by not being in the same room, such as a therapist's ability to fully understand non-verbal information.
Appropriateness of Telehealth	
	Clients must be within the state of Pennsylvania during sessions unless special permission has been granted by another state's licensing board. You and your therapist will determine if telehealth is appropriate for your work. Your therapist will let you know if they decide telehealth is no longer the most appropriate form of treatment for you. You will discuss options of switching to in-person counseling or referrals to another professional in your location who can provide appropriate services.
Technology	
	You and your therapist will decide together which type of telehealth service to use that is secure and HIPAA-compliant. You may need certain computer or cell phone equipment to use telehealth services. You are solely responsible for any cost to you to obtain any necessary equipment, accessories, or software to take part in telehealth. If the session is interrupted for any reason, such as the technological connection fails, disconnect from the session and wait 2 minutes to be re-contacted via the telehealth platform. If you do not receive a call back within 2 minutes, call your therapist directly. H&L's website includes direct phone numbers for all of our therapists at hlpsych.com . If there is a technological failure and we are unable to resume the connection, you will still be charged your full co-pay or the appropriate deductible or coinsurance based on the actual session time. If you are paying out-of-pocket, you will be charged the prorated amount of actual session time.

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	Fees
<p>The same fee rates will apply for telehealth as apply for in-person psychotherapy, including deductibles, copays, coinsurance, and no-show/late cancellation fees. However, insurance or other managed care providers may not cover sessions that are conducted via telecommunication. In addition, your plan may not cover services from out-of-area providers. If your insurance, HMO, third-party payor, or other managed care provider does <u>not</u> cover electronic psychotherapy sessions or services from out-of-area providers, you will be solely responsible for the entire fee of the session. Please contact your insurance company prior to your first appointment in order to determine whether these sessions will be covered.</p>	
	Records
<p>The telehealth sessions shall not be recorded in any way unless agreed to in writing by mutual consent. Your therapist will maintain a record of your sessions in the same way they maintain records of in-person sessions.</p>	
	Crisis Management and Intervention
<p>H&L does not use telehealth with clients who are currently in a crisis situation requiring high levels of support and intervention. Before engaging in telehealth, you and your therapist will develop an emergency response plan to address potential crisis situations that may arise during the course of your telehealth work. You will be asked to identify two emergency contacts who are near your location and give permission for your therapist to contact them in the event of a crisis or emergency. You also will be provided with your local county crisis number. During a crisis, you may also call 911, go to your nearest emergency room, or call a national hotline. A list of national crisis hotlines are available at hlpsych.com.</p>	
	Conclusion
<p>Thank you for taking the time to review the Telehealth Services Informed Consent Statement. This agreement is intended as a supplement to the general informed consent and does not amend any of the terms of that agreement. If you have questions or concerns about any of these policies, please bring them to your therapist's attention. Please keep this statement for your records</p>	