#### **Consent for Telehealth at ABC Agency**

#### **Psychiatric Services**

***(May want to add provisions for Refill management policies, prescription management, controlled substance management, etc)***

“Telehealth” is the provision of services using telecommunication and electronic technologies where the two individuals are physically located in two different locations from each other. To access telehealth at ABC Agency, you will come into the ABC Agency office and be placed in a private room with computer equipment. Someone will help you know how to log-in and what to do. At the time of your appointment, you will be logged into the “Waiting Room” for your psychiatric provider who will be physically located at a different site (ie: location 1, location 2, etc). You and the clinician will then conduct the appointment via webcam and live, interactive audio. When the session is over, you will log off and out of the session. Upon exiting the private room, you will let the Front Desk know you are finished.

Telehealth at ABC Agency was developed to reduce the barriers to accessing psychiatry services which are a central component to your recovery journey. Telehealth can be beneficial to clients who are unable to come to a physical office on a regular basis or to those where receiving access to specialty care (ie: psychiatry) is limited.

Telehealth offered by ABC Agency is voluntary, and it may be ended by you at any time. Confidentiality is extremely important to us. Information that you reveal during treatment will be kept strictly confidential. The laws that protect the confidentiality of your personal information, such as HIPAA, also apply to telehealth at ABC Agency. The platform used by ABC Agency to deliver HIPAA-compliant telehealth service delivery is Doxy.me. As such, information disclosed during the course of the session is generally confidential. There are exceptions to this, however, that include the following:

● If you disclose your intention to inflict physical harm to yourself or another person;

● If you disclose that physical or sexual abuse or serious neglect of a minor child has occurred;

● If we receive a signed, valid court order requesting records; and

There are risks and consequences of Telehealth, including, but not limited to, the possibility, despite reasonable efforts on the part of ABC Agency that: the transmission of your information could be disrupted or distorted by technical failures; the transmission of your information could be interrupted by unauthorized persons; and/or the electronic storage of your medical information could be accessed by unauthorized persons. The Doxy.me platform has a very high level of security to protect your health information. However, breaches (ie: hackers) are always a possibility with health information technology in the medical industry.

At times, Telehealth may not be as effective as face-to-face services. If an ABC Agency provider believes you would be better served by another service delivery modality (e.g. face-to-face services), they will refer you to a professional who can provide such services in your area or recommend in-person office visits.

My signature below represents that I have read this policy and consent form, that I have been given the opportunity to ask questions about the form, and that I am consenting to participate in telehealth services at ABC Agency.

Client Name (Printed): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Client Signature and Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Staff Use: EHR ID#:**