

## Telehealth Services Form

### What is Telehealth?

Telehealth refers to when licensed healthcare providers utilize the telephone or the internet as an alternative to face to face in-office appointments. Other than being in a room together, there is little difference in the session (although it will take some getting used to after if we've worked together in person). The focus is still on you and your goals. Treatment can include mental health counseling, discussion of your life and wellness, diagnosis, transference of medical information, support and psychoeducation.

### Benefits

Utilizing Telehealth allows you to receive services at times or in places where service may not otherwise be available. This is particularly useful when you are unable to travel to my office. Telehealth can support the progress and maintenance of your mental health goals that may not have been otherwise achievable without Telehealth.

### Risks

It's possible that receiving services via Telehealth will turn out to be inappropriate, for example during a serious mental health crisis. In that case, and since Telehealth sessions reduce my ability to intervene, I recommend calling 911 and/or going to the nearest hospital emergency room. I will also contact 911 if I believe a client is having an emergency. I'm legally responsible to do so if I believe someone's a danger to self or others.

Another risk is that Telehealth can be impacted by technical failures which can disrupt sessions or create communication problems. Usually disruptions are "fixable" with some setting adjustments. Telehealth may also introduce risks to your privacy since everything digital may be accidentally and intentionally intercepted. Along with following best practices for confidentiality, I utilize the HIPAA compliant Telehealth service Doxy.me for online sessions and do not record our sessions. To minimize risk, the data transmitted online by Doxy.me is permanently destroyed at the end of the session.

### What to Expect

- Phone sessions: I will call you at our scheduled appointment time. If we lose our connection, I will call you back immediately.
- Online sessions: You will enter my virtual waiting room online before your scheduled appointment by entering the following link: <https://doxy.me/cynthiahedlund>. Enter your name and I will see you "waiting" and connect with you online at the appointment time. If we lose our connection during an online session, I will call you to troubleshoot.

### Payment

My payment and billing policy for Telehealth is outlined in my disclosure statement. I require 24-hour advance notice for cancellation of Telehealth sessions, otherwise you will be charged the full session fee. If our connection is lost and we are unable to restore it, your session will be prorated in 15-minute increments.

### **Client Informed Consent for Telehealth**

- I have read and agree to the terms outlined in the above information about Telehealth sessions and fully understand the benefits and risks.
- I have had the opportunity to ask questions of my provider and have been answered to my satisfaction.
- I understand that the laws protecting my confidentiality of my personal healthcare information (PHI) in a counseling office also apply to Telehealth, including exceptions to confidentiality.
- I am responsible for the privacy of the session in my setting. I will not share my Telehealth call or appointment link with anyone unauthorized by my provider to attend the session. I will not record the session.
- I am responsible to provide my address/location to my provider for emergency purposes.
- I understand that I have the right to discontinue the Telehealth session at any time without prejudice.
- I am responsible to check with my insurance plan to see that Telehealth sessions are covered.
- By making an appointment for a Telehealth session, I am providing consent to treatment for Telehealth with my provider below, the same as providing a written signature on this form, a legal document. I understand my signature on my provider's Disclosure Statement confirms my understanding of the information on this form regarding Telehealth services.

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**Telehealth Link: <https://doxy.me/cynthiahedlund>**