



Premier Wellness Healthcare
103A N Main Street
Bel Air, MD 21014
888-333-1345
www.prewellhealth.com

Informed Consent for Telehealth

This informed consent for telehealth contains important information focusing on doing psychotherapy using the phone or internet. Please read this carefully and let me know if you have any questions. When you sign this document, it will represent an agreement between us.

Benefits and Risks of Telehealth

Telehealth refers to providing psychotherapy services remotely using telecommunication technologies, such as our patient portal, *Simple Practice*. One of the benefits of telehealth is that the patient and clinician can engage in services without being in the same physical location. This can help ensure continuity of care if the patient or clinician moves to a different location, takes an extended vacation, or is otherwise unable to meet in person. It is also more convenient and takes less time. Telehealth, however, requires technical competence on both the provider's and patient's parts to be helpful. Although there are benefits to telehealth, there are some differences between in-person psychotherapy and telehealth, as well as some risks. For example:

- Risks to confidentiality – Because telehealth sessions take place outside the provider's private office, there is potential for other people to overhear sessions if you are not in a private place during the session. Your provider will take reasonable steps to ensure your privacy, but it is equally important that you find a private place for your session where you will not be interrupted. It is also important for you to protect the privacy of your session on your cell phone or other device. You should participate in telehealth only while in a room or other area where other people are not present and cannot overhear the conversation.
- Issues related to technology – There are many ways that technology issues may impact telehealth. For example, technology may stop working during a session, other people might be able to access your private conversation, or stored data may be accessed by unauthorized people or companies.
- Crisis management and intervention – Unusually, your provider will not engage in telehealth with patients who are currently in a crisis requiring high levels of support and intervention. Before engaging in telehealth, we will develop an emergency plan to address potential crisis situations that may arise during your telehealth work.

Electronic Communication

Our practice utilizes Simple Practice for all electronic communication. Simple Practice will require access to a smartphone or computer to complete your audio and video sessions for telehealth sessions. Simple Practice may also be used for form completion and/or secured communication.

For communication between sessions, our office utilizes the Simple Practice chat, telephone, and email. You should be aware Premier Wellness Healthcare cannot guarantee the confidentiality of any information communicated by email or text. Therefore, we do not discuss any clinical information by email or text and prefer that you do not either. Email and text should be limited to administrative matters such as setting and changing appointments, billing matters, and other related issues.

Treatment is most effective when clinical discussions occur at your regularly scheduled sessions. However, if an urgent issue arises, you should feel free to attempt to reach out to your provider



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who will try to return your call within 24 hours except on weekends and holidays. If you are unable to reach your provider and feel that you cannot wait for me to return your call, contact your primary care physician, or go to the emergency room and ask for the psychologist or psychiatrist on call. If your provider will be unavailable for an extended period, they will provide you with the name of a colleague to contact in their absence.

Consent to use the Telehealth by Simple Practice Service

Telehealth by Simple Practice is the technology service we will use to conduct telehealth videoconferencing appointments. It is simple to use and there are no passwords required to log in. By signing this document, I acknowledge the following:

- Telehealth by Simple Practice is NOT an Emergency Service and in the event of an emergency, I will use a phone to call 911.
- Though my provider and I may be in direct, virtual contact through the Telehealth Service, neither Simple Practice nor the Telehealth Service provides any medical or healthcare services or advice including, but not limited to, emergency or urgent medical services.
- The Telehealth by Simple Practice Service facilitates videoconferencing and is not responsible for the delivery of any healthcare, medical advice, or care.
- I do not assume that my provider has access to any or all of the technical information in the Telehealth by Simple Practice Service – or that such information is current, accurate, or up to date. I will not rely on my health care provider to have any of this information in the Telehealth by Simple Practice Service.
- To maintain confidentiality, I will not share my telehealth appointment link with anyone unauthorized to attend the appointment.

Confidentiality

Premier Wellness Healthcare and your provider have a legal and ethical responsibility to make their best efforts to protect all communications that are part of telehealth. However, the nature of electronic communications technologies is such that it cannot be guaranteed that communication will be kept confidential or that other people may not gain access to the communications. Best efforts will be made to use updated encryption methods, firewalls, and backup systems to help keep your information private. You should also take reasonable steps to ensure the security of the communications (for example, only using secure networks for telehealth sessions and having passwords to protect the device you use for telehealth)

The extent of the confidentiality that is outlined in the Informed Consent, Notice of Privacy Practices, and Social Media Policy still applies in telehealth. Please let your provider know if you have any questions about expectations of confidentiality.

Emergencies and Technology

Assessing and evaluating threats and other emergencies can be more difficult when conducting telehealth than in traditional in-person therapy. To address some of these difficulties, you and



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your provider will create an emergency plan before engaging in telehealth services. You will be asked to identify an emergency contact person who is near your location and who your provider or other Premier Wellness Healthcare administrative will contact in the event of a crisis or emergency to assist in addressing the situation. You will be asked to sign a separate authorization form allowing for your provider or Premier Wellness Healthcare administration to contact your emergency contact person as needed during such a crisis or emergency.

If the session is interrupted for any reason, such as the technological connection fails, and you are having an emergency, do not try to reconnect with your provider and instead call 911 or go to your local emergency room.

If the session is interrupted and you are not having an emergency, please stay in your session as your provider will attempt to reconnect. If after 5 minutes your session does not resume, your provider will reach out directly to provide you with further instructions to finish your session.

Fees

The same fee rates will apply for telehealth as apply for in-person psychotherapy. However, insurance or other managed care providers may not cover sessions that are conducted via telecommunication. If your insurance, HMO, third-party payor, or other managed care provider does not cover electronic psychotherapy sessions, you will be solely responsible for the entire fee of the session. **Please contact your insurance company before engaging in telehealth sessions to determine whether these sessions will be covered.**

Records

The telepsychology sessions shall not be recorded in any way unless agreed to in writing by mutual consent. Records of telehealth sessions will be maintained in the same way in-person session records are.

Printed Name of Parent/Guardian

Relationship

Signature of Parent/Guardian

Date