



Informed Consent for Treatment Addendum Telehealth Services

As of March 16, 2020, North Star Counseling Services of Jackson now offers telehealth services. This form has the purpose of providing you with information regarding this new service and obtaining your authorization to conduct therapy using telehealth services if you so desire. All other information provided in the General Informed Consent for Treatment remains in effect.

About Telehealth:

Telehealth means providing services (in this case psychotherapy) remotely using telecommunications technologies, such as video conferencing or telephone. As with any new service, there is new information to consider before deciding whether this platform is right for you.

Telehealth does require some technical competence and availability of appropriate technology on both our parts. You are solely responsible for any cost to you to obtain any necessary equipment, accessories, or software to take part in telehealth sessions. When it is time for your session, we will connect through a HIPAA secure platform. You will be provided with a link to connect and can sign in at your scheduled time.

I am required to know where you are physically located each session. Michigan law states that I can only provide services to you if you are physically located in the state, and it is my policy to document where you are located during the session in your session note.

All rights, responsibilities, and policies of my practice that are outlined in other documents continue to apply.

Benefits of Telehealth:

In addition to the normal benefits of therapy, telehealth sessions offer some unique benefits.

- First, telehealth offers the ability to engage in services without being in the same physical location. This option allows for services that might otherwise be unavailable in person. For instance, telehealth will allow us to continue services during times when we cannot meet in person due to issues such as the weather, illness, distance, disability, or transportation issues.
- Additionally, telehealth sometimes allows for more flexibility in scheduling as well as a quicker response and meeting time if an urgent situation occurs.
- Finally, for many people, telehealth is a more convenient option, allowing for easier communication and a reduction in time spent travelling.

Risks of Telehealth:

Despite the benefits of telehealth, there are some risks and limitations as well.

- One risk of telehealth is the risk of issues related to technology. For example, there may be an interruption in services due to technology failures or disruptions caused by power outages, device malfunctions, bad connections, or software malfunctions. Additionally, it is possible that other people might get access to our private conversation, that stored data could be accessed by unauthorized people or companies, or that our electronic communications may be compromised, unsecured, or accessed by others despite all security measures that I put in place (i.e. use of a

private, secured network, firewalls, passwords, antivirus programs, encryption, back up systems, etc.). When using technology for sessions, it will be important for you also to take steps to ensure the security of our communications (for example, using secure networks and having passwords to protect the device you use for sessions).

- Another risk of telehealth is the risk to confidentiality. Because telehealth sessions take place outside my private office, there is potential for other people to overhear sessions if you are not in a private place during the session. On my end, I will take reasonable steps to ensure your privacy. But it is important for you to have sessions in a private place where you will not be interrupted and to protect the privacy of our session on your device. You should participate in therapy only while in an area where other people are not present and cannot overhear the conversation.
- Telehealth may not be the right service for you. I may need to refer you to a different service/provider or meet with you only in person if telehealth is not an appropriate service to meet your needs. For instance, I typically do not meet with clients who require high levels of support and intervention or who are in extreme crisis through telehealth.
- There may be a cost to you to obtain the technology needed for you to connect to services.

Emergencies and Technology:

- Assessing and evaluating threats and other emergencies can be more difficult when conducting telehealth sessions than traditional in-person therapy. To help address these difficulties, I may need to contact the emergency contact person you listed and authorized me to contact at registration in the event a crisis or emergency arises to assist me in addressing the situation. You can change who this emergency contact person is at any time.
- If the session is interrupted for any reason, such as the technological connection fails, and you are having an emergency, do not call me back. Instead, call 911, use the emergency resource information I have previously provided to you, or go immediately to your local emergency room. Call me back after you have called or obtained emergency services.
- If the session is interrupted and you are not having an emergency, disconnect and try to reconnect. If you are unable to reconnect after 3 tries, contact me via my office phone number (517) 240-5777.
- If there is a technological failure and we are unable to resume the connection, you will only be charged the prorated amount of the actual session time.

Fees:

The fees and responsibilities for telehealth sessions are the same as for in person sessions, as outlined in your financial agreement. You are responsible for all copays, deductibles, and coinsurance at the time service is provided unless other arrangements have been made.

Records:

The telehealth session will not be recorded in any way unless agreed to in writing by mutual consent. I maintain records of telehealth sessions in the same way I maintain records of in-person sessions in accordance with my policies.
