

Baylor University Psychology Clinic Consent for Telemental Health Services: Addendum

This document is an addendum to Baylor Psychology Clinic (BPC) standard informed consent and does not replace it. All aspects of the standard document applies to telemental health services. You are not required to use telemental health services and have the right to request other service options or withdraw this consent at any time without affecting your right to future care or treatment at BPC. Telemental health services may not be appropriate or the best choice of service for reasons including, but not limited to: heightened risk of harm to oneself or others, lack of access to or difficulty with communication technology, significant communication service disruption, or need for more intensive services. In these cases, your clinician will help you establish referrals to other appropriate services.

Appropriateness of Telehealth

Telehealth refers to providing services (e.g., psychological services) remotely using telecommunications technologies (e.g., video conferencing); and may include secure messaging, telephone conversations, and education using interactive audio, video, or data communications.

Telehealth appointments must be scheduled and attended as you would an in-person therapy or follow-up assessment session, which means, you would dress in similar attire, conduct oneself similarly, protect the time, and ensure you are free from distractions and potential interruptions.

If a child client has trouble managing their own actions without parental supervision during video conferencing, telehealth may not be appropriate without a parent or guardian present.

The decision about whether it is appropriate to conduct telehealth sessions in your case may change over time based on new information, including you or your child's clinical status, administrative issues, and legal issues. Your clinician and his/her supervisor reserve the right to decide that it is no longer appropriate to engage in telehealth sessions for any reason.

Although you may wish to engage in telehealth appointments while traveling outside of Texas, state licensure regulations only allow a session to be conducted in the state in which your clinician's supervisor is licensed (Texas) and you are located during the appointment.

Telehealth Considerations

Telehealth, however, requires technical competence on both your part and your clinician's part to be helpful. To participate in telehealth sessions, you are required to review the Simple Practice Telehealth FAQ provided to you.

Please be online in WebEx on time for your session.

Confidentiality. The extent of confidentiality and the exceptions to confidentiality outlined in the Baylor Psychology Clinic Informed Consent continue to apply in this telehealth addendum.

Your clinician will make his/her best effort to protect all telehealth communications. However, the nature of electronic communications technologies is such that he/she cannot guarantee that

your communications will be kept confidential or that other people may not gain access to your communications.

On our end, Baylor University has made every effort to make your sessions private by ensuring your clinician has access to a secure, HIPAA-compliant videoconferencing platform to help keep your information private, but there is a risk that your electronic communications may be compromised, unsecured, or accessed by others.

You should also take reasonable steps to ensure the security of communication (for example, avoid using open/public networks for telehealth sessions and have passwords to protect the device you use for telehealth). If you use open/public networks, there is an increased risk that your information could be accessed by someone unintended. It is also important for you to participate in sessions only while in a room or area where other people are not present and cannot overhear the conversation. It is recommended that you take steps to ensure your privacy including use of earphones, shielding your screen from view, etc.

If you are a parent of a child receiving telehealth services, it is important for you to make sure you find a private place for your child to participate in sessions where he/she will not be interrupted or overheard talking with his/her clinician. It is recommended that you take steps to ensure your child's privacy by providing him/her with earphones and allowing him/her to shield the screen from view, etc.

Technology. There are many ways that technology issues might impact telehealth appointments. For example, technology may stop working during a session, other people might be able to get access to the private conversation, or stored data could be accessed by unauthorized people or companies. Telehealth sessions work best when you can connect to the Internet. If you choose to rely on a data plan, we cannot ensure that your session will not have connectivity issues that will interrupt the session. Also, we cannot ensure that your session will not be intercepted.

You will not need to purchase anything to participate in telehealth services. You will need access to a computer, tablet, or phone, with video camera capabilities.

The Baylor Psychology Clinic utilizes WebEx as the online communication tool allowing for face-to-face video, and it is **HIPAA compliant**. WebEx requires the use of a browser but does not require any software download. WebEx also requires you to provide your clinician with the email address you would like the clinic to use to send you invitations to your sessions. Email correspondence will be sent directly from WebEx and used solely for scheduling purposes. For more information about WebEx security and privacy, please see: <https://www.cisco.com/>. The BPC reserves the right to change the video conferencing system that is currently used to conduct telehealth sessions at any time based on new information. You will be provided with that information, should this arise.

Although videoconference is the recommended way to have sessions with your client, when access to this technology is not feasible, phone sessions are permitted. However, your clinician may not have as much information as a videoconference session would allow. Similar privacy precautions should be observed whether sessions occur by phone or videoconference.

When providing necessary documents to you in person is not feasible, documents will be shared by way of Baylor email. Your clinician at the Baylor Psychology Clinic (BPC) may use email to facilitate the scheduling of appointments when access to any other timely mode of communication (e.g., a telephone) is limited. Any communication through e-mail between you and your clinician is strictly for scheduling appointments or for the sharing of necessary documents and is not for any other purpose (e.g., provision of care). Your clinician's e-mail is not continuously monitored and, thus, e-mail is not appropriate for communicating urgent needs. The risk of loss of confidentiality associated with communication through e-mail is possible. Loss of confidentiality includes having your personal information shared with someone who is not supposed to see or know about your information. Confidentiality will be maintained to the degree permitted by the technology used. Communication with your clinician through e-mail involves risks similar to a person's everyday use of the Internet, which could include illegal interception of the data by another party.

Crisis Management and Intervention. Assessing and evaluating threats and other emergencies can be more difficult when conducting telehealth appointments than in traditional in-person sessions. To address some of these challenges, you and your clinician will create an emergency response plan to address potential crisis situations that may arise during telehealth work together. Your clinician will ask you to identify an emergency contact person (on the attached form) who is near your location and who your clinician will contact in the event of a crisis or emergency to assist. If your clinician is unable to reach the individual(s) and/or there are still concerns about your safety, your clinician will contact a crisis support service to assist. Additionally, your clinician's supervisor, or another BPC licensed designee, may be contacted and in some circumstances to join the WebEx call to assist in a crisis situation.

If the session is interrupted for any reason, such as the technological connection fails, and you are having an emergency, do not call your clinician back; instead, call 911, or go to your nearest emergency room. Call your clinician back after you have called or obtained emergency services.

If the session is interrupted and you are not having an emergency, disconnect from the session and your clinician will wait two (2) minutes and then re-contact you via the telehealth platform on which you two agreed to conduct sessions. If you do not receive a call back within two (2) minutes, then follow the plan you and your clinician devised for situations where your connection is disrupted.

Fees

For therapy sessions, the same fee rates will apply for telehealth sessions as apply for in-person sessions. For follow-up assessment sessions, a fee for each telehealth session will not occur, but the overall assessment fee of \$500 will be obtained according to the agreed upon payment plan discussed during the standard informed consent process.

Records

The telehealth sessions shall not be recorded in any way unless agreed to in writing by you and your clinician. Your clinician will maintain a record of your session in the same way he/she maintain records of in-person sessions in accordance with the Baylor Psychology Clinic policies (i.e., written notes). You must also agree not to record telehealth sessions.

Agreement

Your verbal agreement indicates you consent to participate in psychological services or communication via the Internet, phone, or videoconferencing (hereafter referred to as telehealth) with the Baylor Psychology Clinic as described above. Your verbal agreement indicates you agree with the terms of this contract and have had the opportunity to ask questions, and understand the limitations, benefits, and optimal conditions for the use of telehealth. Your verbal agreement indicates you understand that you have the right to refuse care, treatment, and services in accordance with law and regulation. Your verbal agreement is voluntary and you have the right to withdraw or withhold consent for telehealth services at any time without affecting your right to future care or treatment.

By giving your verbal consent, you are also stating that you are aware that if your clinician believes you may be at risk for harming yourself and he/she is not able to contact you directly, he/she may choose to contact the people listed on the attached contact sheet to request assistance in assessing your safety. Furthermore, by giving your verbal consent, you are acknowledging that your clinician may contact the necessary authorities in case of an emergency, and this may include calling the police or mobile crisis to request that they do a “wellness check.” You are also acknowledging that if you or your clinician believes there is imminent harm to yourself (or your child is at risk for harming themselves) or another person, you will seek care immediately at the nearest hospital emergency room or by one of us calling 911.

Client Name (Print)

Date

Parent/Legal Guardian (Print)

Date

Child Name (Print)

Date

Clinician Name

Date

When applicable, please note date verbal consent was obtained (written consent should be obtained as soon as feasibly possible)

Clinician Signature

Date

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Be it known that the Texas State Board of Examiners of Psychologists receives questions and complaints regarding the practice of psychology. For assistance please contact:

Texas State Board of Examiners of Psychologists
333 Guadalupe Suite 2-450
Austin, Texas 78701
512-305-7700 or 800-821-3205

Se desea informar que la Comision Estatal Examinadora de Psicologos de Texas recibe toda clase de consultas y quejas sobre el ejercicio profesional de la psicologia en el Estado de Texas. Si usted necesita este servicio, comuniquese con:

Texas State Board of Examiners of Psychologists
333 Guadalupe Suite 2-450
Austin, Texas 78701
512-305-7700 or 800-821-3205

Consent for Psychological Services:
Telehealth Primary Address and Emergency Contact

The address where you plan to engage in telehealth appointments most of the time:

Street Address:	
Apt:	
City:	
State:	
Zip:	
Phone Number:	

Name	Relationship to Client	Phone Number