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## Web Informed Consent for TeleHealth

### Informed Consent for Telehealth

New Hope Counseling and Debbie Turner Counseling offer web counseling to our existing clients through a secure web host that is HIPPA compliant. (On 3/17/20, the Trump Administration suspended the normal HIPPA requirements due to the Corona virus that made it difficult for providers to get this service. It is unknown at this time how long the ban will be lifted. As a result, the service may not be HIPPA compliant during this time period.)

You will need the following to join your provider online:

- A computer, tablet, or phone with microphone and video capabilities built in or already purchased if not.
- Some platforms may require a separate download to use the service.
- Respond to a scheduled link that may be sent to you.
- An internet connection with at least 10 MBPS. We recommend an Ethernet cable over WiFi when possible to ensure you receive the best possible connection through your internet provider.
- Shut down all background applications to ensure the service receives the majority of your internet's bandwidth, especially applications that use your camera.
- If you're using a desktop or laptop, we recommend: \*Google Chrome \*Mozilla Firefox \*Safari
- If you're using a tablet or phone, we recommend: \*Android- Google Chrome \*iOS- Safari
- Be sure to use a secure connection; that you are not using a public or shared network.
- Be aware of your surroundings and who might have an ability to hear your conversation.
- Be aware of the dangers of using auto save features on your passwords as another person could tap into your private communication.
- Be aware that most employers do not approve of such services occurring at work or utilizing work computers.

All forms of distance counseling have certain risks attached to them and web counseling is no exception. Please be aware that any of the following may happen:

- Disruptions of service due to internet problems from either the client or the therapist may occur at very inopportune times and are a risk associated with this type of therapy.

The HIPAA Privacy Rules requires covered entities to safeguard certain Protected Health Information (PHI) related to a person's healthcare. Information being sent to you may include PHI, after appropriate consent, acknowledgement, or authorization from the patient or under that circumstances that do not require patient authorization. You, the recipient, are obligated to maintain PHI in a safe and secure manner. You may not re-disclose this patient information without additional patient consent or as required by law. Unauthorized re-disclosure or failure to safeguard PHI could subject us, or you, to penalties described in federal (HIPAA) and state law. If you, the reader of this message, are not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, please notify us immediately and destroy the related message. Thanks for your help!



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- These disruptions could include an inability to hear or see due to delays in sound or visual linking.
- Should these disruptions occur, the therapist will do their best to be sensitive to the timing of the disruption and will make every effort to re-connect or speak to them via phone services.

The client acknowledges the risks of this form of counseling, but still consents to participate in it.

Signature:

Date:

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The therapist acknowledges they have verbally discussed these risks with the client.

Therapist Signature:

Date:

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