

# Telehealth Services Informed Consent

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## What is Telehealth?

**Telehealth** is the use of digital information and communication technologies, such as computers and mobile devices, to access health care services remotely and manage your health care.

Services delivered via telehealth rely on a number of electronic, often Internet-based, technology tools. These tools can include video conferencing software, email, text messaging, virtual environments, specialized mobile health (“mHealth”) apps, and others.

### I will be providing telehealth services using the following tools:

<a href="#">Hushmail for secure emailing</a>
<a href="#">Doxy.me for video sessions</a>

- You will need access to Internet service and technological tools needed to use the above-listed tools in order to engage in telehealth work with me.
- If you have any questions or concerns about the above tools, please address them directly with me so we can discuss their risks, benefits, and specific application to our work together.

## Benefits and Risks of Telehealth

### Receiving services via telehealth allows you to:

<a href="#">Receive services at times or in places where the service may not otherwise be available.</a>
<a href="#">Receive services in a fashion that may be more convenient and less prone to delays than in-person meetings.</a>

Receive services when you are unable to travel to my office. The unique characteristics of telehealth media may also help some people make improved progress on health goals that may not have been otherwise achievable without telehealth.

**Receiving services via telehealth has the following risks:**

Telehealth services can be impacted by technical failures, may introduce risks to your privacy, and may reduce my ability to directly intervene in crises or emergencies. Here is a non-exhaustive list of examples:

Internet connections and cloud services could cease working or become too unstable to use

Cloud-based service personnel, IT assistants, and malicious actors (“hackers”) may have the ability to access your private information that is transmitted or stored in the process of telehealth-based service delivery.

Computer or smartphone hardware can have sudden failures or run out of power, or local power services can go out.

Interruptions may disrupt services at important moments, and I may be unable to reach you quickly or using the most effective tools. I may also be unable to help you in person.

There may be additional benefits and risks to telehealth services that arise from the lack of in-person contact or presence, the distance between you and I at the time of service, and the technological tools used to deliver services. I will assess these potential benefits and risks, sometimes in collaboration with you, as your relationship progresses.

**Assessing Telehealth’s Fit For You**

Although it is well validated by research, service delivery via telehealth is not a good fit for every person. I will continuously assess if working via telehealth is appropriate for you and your treatment goals. If it is not appropriate, we will discuss what other options are available to you at the time. result in termination of services. Bringing your concerns to me is often a part of the process.

You also have a right to stop receiving services by telehealth at any time without prejudice. If I am also providing services in-person at that time and you are reasonably able to access my in-person services, you will not be prevented from accessing those services if you choose to stop using telehealth.

## Your Telehealth Environment

You will be responsible for creating a safe and confidential space during sessions. You should use a space that is free of other people. It should also be difficult or impossible for people outside the space to see or hear your interactions with me during the session.

## Our Communication Plan

We will develop a plan for backup communications in case of technology failures and a plan for responding to emergencies and mental health crises. In addition to those plans, I have the following policies regarding communications:

The best way to contact me between sessions is to email me at [amanda@amandaholdencounseling.com](mailto:amanda@amandaholdencounseling.com).

I will respond to your email messages on certain days of the week, as outlined in my email auto-responder. As I occasionally change the days of the week I see clients and, therefore, the days on which I respond to emails, this auto-responder will have the most up-to-date information.

I may coordinate care with one or more of your other providers, with your signed release. I will use reasonable care to ensure that those communications are secure and that they safeguard your privacy.

## Our Safety and Emergency Plan

As a recipient of telehealth-based services, you will need to participate in ensuring your safety during mental health crises, medical emergencies, and sessions that you have with your provider.

I will require you to designate an emergency contact. You will need to provide permission for me to communicate with this person about your care during emergencies. I will also develop with you a plan for what to do during mental health crises and emergencies, and a plan for how to keep your space safe during sessions. It is important that you engage with me in the creation of these plans and that you follow them when you need to.

## Your Security and Privacy

Except where otherwise noted, I will use software and hardware tools that adhere to security best practices and applicable legal standards for the purposes of protecting

your privacy and ensuring that records of your health care services are not lost or damaged.

As with all things in telehealth, however, you also have a role to play in maintaining your security. Please use reasonable security protocols to protect the privacy of your own health care information.

## Recordings

Please do not record video or audio sessions without my explicit consent. Making recordings can quickly and easily compromise your privacy, and should be done so with great care. I will not record video or audio sessions.

Please talk to me if you find the telehealth media so difficult to use that it distracts from the services being provided, if the medium causes trouble focusing on your services, or if there are any other reasons why the telehealth medium seems to be causing problems in receiving services.

**I have read the Telehealth Services Informed Consent and have had the opportunity to ask questions regarding this information. I consent to the use of telehealth services.**

**In the event that I am unable to provide a “wet” signature, I will provide my digital or typed signature and I AGREE TO BE BOUND BY MY SIGNATURE BELOW.**

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Client's Signature

Date

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Amanda Holden, LPC, CADCI

Date

# Tech Recovery & Client Safety Plan

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## Your emergency contact (required):

Name:	
Relationship:	
Phone #:	
Contact address:	

You give your provider permission to contact your emergency contact regarding your health care in an emergency: \_\_\_\_\_ (client(s) initials)

## Technological Emergencies:

If we experience a technical failure during a session or other interaction, **I will always attempt to reconnect with you**, even if it seemed we were about to finish our interaction.

### Our backup communication method is:

Method:	After attempting and failing to reconnect via video conferencing, I will call you at the number(s) you provided.
Provider's email address and phone number:	<a href="mailto:amanda@amandaholdencounseling.com">amanda@amandaholdencounseling.com</a> 503-839-2230
Client's/clients' phone number(s) and email address(es):	
Plan:	If I am unable to connect with you via phone, I will send you a secure email.

## Scene Safety Plan

Sometimes there may be other people who attempt to intrude on our session, or there may be other reasons why the space you are in is not psychologically safe for our work.

**To help your provider know when your space is unsafe, we may do the following scene safety check at the beginning of each session:**

Scene safety check method:	Client(s) will be asked to pick up their computer/camera and pan around the room.
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## Health and Safety Emergencies

If you are in a mental health crisis, you will call this number for help:	911 <b>OR</b> National Suicide Hotline: 1(800) 273-8255 <b>OR</b> Mult. County Crisis Line (503) 988.4888
If you have a medical or safety emergency, you will call 911.	

**Which hospital will you go to when a medical issue arises and you are at home?**

Main hospital name:	
Main hospital phone #:	
Main hospital address:	

**If there is a second hospital you may go to, please list it here:**

Secondary hospital name:	
Secondary hospital phone #:	
Secondary hospital address:	

