

# Telehealth Informed Consent Agreement

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## Overview

- Telehealth means the provisioning of mental health services by a provider to a recipient of services where each person is in separate locations, and the services being delivered are over electronic media.
- I understand that Dr. Robison uses Doxy.me, a HIPPA Compliant Telehealth Platform. The log in for all of my sessions is [www.doxy.me/drmrobison](http://www.doxy.me/drmrobison).
- To engage in Telehealth-based services I understand I will need a device that has both video and audio and strong WIFI connection. A computer/laptop is the best option for telehealth services. If you are using a non-stationary device such as a phone or iPad, please make sure you are able to have it set so it is not moving during the session. Microphone and camera are necessary on whatever device you choose to use. Phones and iPads should only be used when a computer/laptop is not available.
- You can stop working by Telehealth at any time without prejudice.
- If we are disconnected or have technical difficulties during a session, we will try and log back into the session. If that fails, I will call you at (\_\_\_\_) \_\_\_\_\_ and we will come up with an alternative plan to continue the session. (Please write in a number where you can be reached.)

## Benefits and Risks of Telehealth

### Receiving services via Telehealth allows you to:

- Receive services when you are unable to travel to the service provider's office
- Receive services in a fashion that may be more convenient and less prone to delays than in-person meetings.
- The unique characteristics of Telehealth health media may also help some people make improved progress on health goals that may not have been otherwise achievable without Telehealth health.

### Receiving services via Telehealth has the following risks:

- Telehealth health services can be impacted by technical failures, may introduce risks to your privacy, and may reduce Dr. Robison's 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 health-based service delivery. A HIPPA compliant platform is utilized to minimize this possibility.
  - 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.

- There may be additional benefits and risks to Telehealth health services that arise from the lack of in-person contact or presence, the distance between you and your provider at the time of service, and the technological tools used to deliver services. Dr. Robison 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 that Telehealth services can be advantageous, it is not a good fit for every person. Dr. Robison will continuously assess if working via Telehealth health is appropriate for your case. If it is not appropriate, Dr. Robison will help you find in-person providers with whom to continue services.

Please talk to Dr. Robison if you find the Telehealth health 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 health medium seems to be causing problems in receiving services. Raising your questions or concerns will not, by itself, result in termination of services. Bringing your concerns up is often a part of the process.

### **Your Telehealth Health 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 and pets. It should also be difficult or impossible for people outside the space to see or hear your interactions with Dr. Robison during your session. It should be free of other distractions such as doorbells or telephones ringing. If you are unsure of how to do this, please ask your for assistance.

### **Our Safety and Emergency Plan**

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

Dr. Robison requires you to designate an emergency contact. You will need to provide permission for your provider to communicate with this person about your care during emergencies.

Dr. Robison 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 Dr. Robison in the creation of these plans and that you follow them when you need to.

### **Your Security and Privacy**

Except where otherwise noted, Dr. Robison employs 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. For example: when communicating with Dr. Robison, use devices and service accounts that are protected by unique passwords that only you know. Also, use the secure tools that your provider has supplied for communications.

## Recordings

Please do not record video or audio sessions without Dr. Robison's consent. Making recordings can quickly and easily compromise your privacy and should be done so with great care. Dr. Robison will not record sessions.

If you have any questions or concerns about the above tools, please address them directly with Dr. Robison so you can discuss their risks, benefits, and specific application to your treatment.

I have read, fully understand and agree to Telehealth services with Dr. Michele Robison.

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Client/Parent/Guardian Name

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Client/Parent/Guardian Signature

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Date