

***For telehealth services during COVID-19 Pandemic***

*Prior to starting video-conferencing services, we discussed and agreed to the following and I was provided the opportunity to ask any questions and received answers to my satisfaction.*

- There are potential benefits and risks of video-conferencing (e.g. limits to confidentiality) that differ from in-person sessions.
- Confidentiality still applies for telehealth services, and nobody will record the session without the permission from the other person(s).
- We agree to only use the video-conferencing platform selected for our virtual sessions.
- You need to use a webcam and enable audio during the session.
- It is important to be in a quiet, private space that is free of distractions (including cell phone or other devices) during the session. (see Session Guidelines below)
- It is important to use a secure internet connection rather than public/free Wi-Fi.
- It is important to be on time. If you need to cancel or change your tele-appointment, you must notify the therapist in advance.
- We need a back-up plan (e.g., phone number where you can be reached) to restart the session or to reschedule it, in the event of technical problems.
- We need a safety plan that includes your current location, at least one emergency contact, and the closest ER to your location, in the event of a crisis situation.
- If you are not an adult, we need the permission of your parent or legal guardian (and their contact information) for you to participate in telehealth sessions.
- You should check with your insurance company about reimbursement for video sessions. Payment is the responsibility of the client or guardian, regardless of insurance reimbursement.
- As your therapist, I may determine that due to certain circumstances, telehealth is no longer appropriate and that we should resume our sessions in-person.
- Telehealth is a temporary service that is being offered to clients due to extreme circumstances as a precautionary measure. Once these circumstances abate, therapy sessions will return to in-person services as previously scheduled.
- Payment will need to be handled by credit card, mailed or dropped off at the office and received prior to the next scheduled session in order to participate in the next session.

---

Print and Sign

---

Date

## **Telehealth Session Guidelines**

*Adapted from letter by Todd Essig, Ph.D.*

A remote session is not the same thing as what happens when we meet in person. Also, it is not the same as a typical phone conversation, SKYPE, Zoom or FaceTime call.

Listed below are some guidelines for how to get the most benefit as possible from these remote sessions.

1. The most important thing is to have privacy. I do my best to provide that when we meet in my office. But now it's up to you. Please do everything possible to make sure you are in a private space where it is unlikely you will be heard or interrupted. You may need to ask others in your space to respect your privacy by doing things like turning on entertainment in another room or listening to something on headphones. Please be mindful of siblings, pets, and others at home that could interrupt the conversation.
2. Try to make yourself comfortable, but not too comfortable. If you can, settle into a nice, comfortable chair. Avoid laying in bed or on your TV-watching couch as well as sitting on the floor or walking around. Try to arrange yourself in as session-like a position as you can.
3. Put a box of tissues next to where you will be. If you want, pour yourself a glass of water. But avoid having a snack or meal even though you may be reasonably close to your kitchen. Leave that for either before or after the session.
4. Please be sure to dress as you would if we were meeting in the office. Even though I may not be able to see all of what you are wearing, or any of it if the session is audio-only, the reality is that you know what you are wearing.
5. Turn off all devices other than the one you are using to make the call. Do your best to quit from all programs other than the one we are using and turn off all notifications if you can.

6. Try to leave yourself an additional 15-minutes both before and after the session to wander around your place and clear your head. You need some time to get ready for the work we are about to do. Similarly, after the session is over take some time before diving into the next activity. This will give time for the session to resonate before jumping back into whatever you have next.

I recognize that these guidelines make the remote sessions a little less convenient, but hopefully the benefits will be more than worth the effort. And remember, we will get through this together.