

CONNECT PSYCHOLOGICAL SERVICES, LLC

INFORMED CONSENT FOR TELEPSYCHOLOGY

This Informed Consent for Telepsychology contains important information focusing on doing psychotherapy using the phone or the Internet. Please read this carefully and let me know if you have any questions. When you sign this document, it will represent an agreement between us.

Benefits and Risks Telepsychology refers to providing psychotherapy services remotely using telecommunications technologies, such as video conferencing or telephone. One of the benefits of telepsychology is that the client and clinician can engage in services without being in the same physical location. This can be helpful in ensuring continuity of care if the client or clinician moves, takes an extended vacation, or is otherwise unable to continue to meet in person. It is also more convenient and takes less time. Telepsychology, however, requires technical competence on both our parts to be helpful. Although there are benefits of telepsychology, there are some differences between in-person psychotherapy and telepsychology, as well as some risks. For example:

- **Risks to confidentiality.** Because telepsychology sessions take place outside of the therapist's private office, there is potential for other people to overhear sessions if you are not in a private place during the session. On my end I will take reasonable steps to ensure your privacy. But it is important for you to make sure you find a private place for our session where you will not be interrupted. It is also important for you to protect the privacy of our session on your cell phone or other device. You should participate in therapy only while in a area where other people are not present and cannot overhear the conversation. Therapy is not appropriate when either party is driving.
- **Different State.** When I meet with you via telehealth and you are in a state other than my home state, the above limitations of confidentiality still apply to our work. If your states specific limitations of confidentiality differ, it is my responsibility to adhere to the laws, regulations, and standards of my home state in a manner as consistent as possible with the laws and regulations of your state.
- **Issues related to technology.** There are many ways that technology issues might impact telepsychology. For example, technology may stop working during a session, other people might be able to get access to our private conversation, or stored data could be accessed by unauthorized people or companies. I utilize HIPPA secure technology to minimize third party intrusions. If you are using Internet, use only Internet connections secured with a password.
- **Crisis management and intervention.** Usually, I will not engage in telepsychology with clients who are currently in a crisis requiring high levels of support and intervention. Before engaging in telepsychology, we will develop an emergency response plan to address potential crisis situations that may arise during the sessions. Assessment of telepsychology appropriateness is an ongoing process. We will both continue to assess if this is the best option for your care.

- **Efficacy.** Most research shows that telepsychology is about as effective as in-person psychotherapy. However, some therapists and clients believe that something is lost by not being in the same room. For example, there is debate about a therapist's ability to fully understand non-verbal information when working remotely.

Electronic Communications I will go over the HIPPA compliant telehealth platform that I use with you. You may have to have certain computer or cell phone systems to use telepsychology services. You are solely responsible for any cost to you to obtain any necessary equipment, accessories, or software to take part in telepsychology. No recording of sessions allowed.

For communication between sessions, I only use voicemail and email messaging with your permission and only for administrative purposes unless we have made another agreement. These exchanges should be limited to administrative matters. This includes things like setting and changing appointments, billing matters, and other related issues. You should be aware that I cannot guarantee the confidentiality of any information communicated by email or text or even on the Signal App. Therefore, I prefer not to discuss any clinical information by email or text and prefer that you do not either. Also, I do not regularly check my email or texts, nor do I respond immediately, so these methods **should not** be used if there is an emergency.

Treatment is most effective when clinical discussions occur at your regularly scheduled sessions. If an urgent issue arises, contact your emergency resources such as your physician, psychiatrist, and/or nearest emergency room and ask for the psychologist or psychiatrist on call. If you are not in crisis but increased support would be helpful, feel free to reach out to me by phone. I will try to return your call within 24 hours except on weekends and holidays. If I will be unavailable for an extended time, I will provide you with the name of a colleague to contact in my absence.

Confidentiality I have a legal and ethical responsibility to make my best efforts to protect all communications that are a part of our telepsychology. However, the nature of electronic communications technologies is such that I cannot guarantee that our communications will be kept confidential or that other people may not gain access to our communications. I will try to use updated encryption methods, firewalls, and back-up systems to help keep your information private, but there is a risk that our electronic communications may be compromised, unsecured, or accessed by others. You should also take reasonable steps to ensure the security of our communications (for example, only using secure networks and having passwords to protect the device you use). Be aware that if you have Siri or Alexa near a session, I recommend you disable it during the therapy time. The extent and exceptions to confidentiality outlined in my Policies and Procedures and HIPPA document apply in telepsychology. Contact me with any questions.

Location As when providing in-person care, I conduct my telepsychology appointments from a setting that is appropriate for the delivery of healthcare. It is important that you are also in a setting that is private and allows you to have interactions that cannot be overheard by others. This will help protect your privacy and confidentiality. If we begin our session and you are not in a private space, we may have to cancel our meeting. This will be considered a late cancellation.

Appropriateness of Telepsychology From time to time, we may schedule in-person sessions to "check-in" with one another. I will let you know if I decide that telepsychology is no longer the

most appropriate form of treatment for you. We will discuss options of engaging in in-person counseling or referrals to a professional in your location who can provide appropriate services.

Assessing and evaluating threats and other emergencies can be more difficult when conducting telepsychology than in traditional in-person therapy. To address some of these difficulties, we will create an emergency plan before engaging in telepsychology services. I will ask you to identify an emergency contact person who is near your location and who I will contact in the event of a crisis or emergency to assist in addressing the situation. I will ask that you sign a separate authorization form allowing me to contact your emergency contact person as needed during such a crisis or emergency.

If the session is interrupted for any reason, such as the technological connection fails, and you are having an emergency, do not call me back; instead, call 911, or go to your nearest emergency room. The suicide hotline is 800-273-TALK (8255).

If the session is interrupted and you are not having an emergency, disconnect from the session and I will wait two (2) minutes and then re-contact you via the telepsychology platform. If we do not reconnect on the platform, then call me on the phone number I provided you (847-502-5218). If there is a technological failure and we are unable to resume the connection, you will only be charged the prorated amount of actual session time.

Fees My fees are the same for in-person and telehealth. However, insurance care providers may not cover sessions that are conducted via telecommunication. If your insurance provider does not cover electronic psychotherapy sessions, you will be solely responsible for the entire fee for the session. Please contact your insurance company prior to our telepsychology sessions to determine whether these sessions will be covered. Be aware I am sometimes considered in-network for in-person but not telehealth sessions. Verify both.

Records The telepsychology sessions shall not be recorded in any way on either end of the call unless agreed to in writing by mutual consent. I will maintain a record of our session in the same way I maintain records of in-person sessions in accordance with my policies.

Informed Consent This agreement is intended as a supplement to the general informed consent that we agreed to at the outset of our clinical work together and does not amend any of the terms of that agreement. Your signature below indicates agreement with its terms and conditions.

Client Signature

Date

Licensed Psychologist

Date

1580 South Milwaukee, Ave. Suite 407 Libertyville, IL 60048 847) 502-5218