



Midwest Behavioral Care, Ltd.

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Consent to Participate in Telehealth Visits

What is telehealth?

Telehealth is a way to visit with healthcare providers, in this case your therapist, through the use of an electronic device such as a computer, smartphone, tablet, iPad, or Chromebook. It has become a much more common practice in Healthcare since the inception of the Coronavirus SARS2.

Are there advantages to the use of telehealth for me?

- You don't have to go to a clinic or office to see your provider.
- You won't risk getting sick from other people.
- The service is available to you in the comfort of a place of your choosing.

Are there potential disadvantages or risks of telehealth for me?

- You and your provider won't be in the same room, so it may feel different from an office visit.
- Your provider may not be able to attend to all your cues, especially nonverbal ones, as in person, and so may be less accurate in reading your emotional cues.
- In rare cases, it is possible your provider may decide you still need an office visit.
- Technical problems may interfere on occasion with the start of your session, or during the course of the session itself. **If this should occur, please have your telephone available and waiting, and your therapist will call you.** Together, the two of you can decide whether to re-attempt using the virtual program or simply continue the session telephonically.
- Because communication is occurring over an electronic medium, it is not possible for us to guarantee that a third party cannot somehow cut into the signal and follow along with the call. However, there are things that you can do, and that we will do, to try to minimize those risks: We agree to:
 - 1) Contact you from a secure internet connection, not public **Wi-Fi**.
 - 2) Only contact you from a private space, where no other people can hear.

- 3) Whenever possible, use encrypted software for video calls, so that the calls cannot be hacked into. (Ask your therapist if their software is encrypted.)

We suggest that you also protect yourself by using a secure internet connection and locating yourself in a space where you can have privacy from interruption and from being overheard by others.

- In the event of a mental health or other emergency, since you will not be in the therapist's office, there will need to be a contingency for providing emergency care. For this reason, each time there is a telehealth session, it is the client's duty to provide the therapist with:
 - 1) A telephone number where you, the client, can be immediately reached,
 - 2) The physical location where you are located during the session (in case we need to contact police, fire, or EMT services), and
 - 3) The name and telephone number of a person who can reach you quickly should an emergency occur.

What if I want an office visit, not a telehealth visit?

If being physically in the presence of your therapist is very important to you, and your therapist is not presently offering in person visits, you are free to choose to transfer to a therapist who is providing those services.

What if I try telehealth and don't like it?

You can stop using telehealth at any time, even during a telehealth visit. Be aware, however, that there may be risks to prematurely ending therapy. It is advised that you talk with your therapist before terminating therapy for any reason, so that you and the therapist can make a plan to cover any such risks, such as referral to another therapist who is doing office visits instead of teletherapy visits.

What other things do you want me to know?

- 1) We agree that we will not record your sessions electronically, and will only record information from your sessions in your file. You retain full rights to confidentiality of the information you share during telehealth sessions. We also ask you to agree never to record our sessions.
- 2) Your therapist has selected the electronic platform used for video sessions, and will teach you how to use it for your sessions. You will need to use either a smartphone or a device with a webcam for these sessions.

- 3) It is very important that you be on time for your sessions. In the event that you cannot be at a session, it is essential that you let your therapist know, well in advance, that you will not be in attendance.
- 4) We advise that you confirm that your insurance company will pay for telehealth sessions; if they do not, you will be responsible for the cost of the services.
- 5) If you are a minor, your parents must also consent to your use of telehealth sessions.
- 6) It is assumed that where telehealth services are in use, the therapist and client also are likely to be in communication by other electronic methods as well, including telephone, text, and/or email. By agreeing to telehealth services, you are also agreeing to be contacted on occasion by these other means as well.

If you sign this document, you agree that:

- We talked about the information in this document.
- Your questions have been answered.
- You want a telehealth visit.

Your name (please print) Date

Your signature Date

Parent or Guardian Name (if required) Date

Parent or Guardian Signature (if required)

Midwest Representative Name and Signature Date