

Hélène Bélanger

Licensed Clinical Professional Counselor

Telehealth Consent

Benefits and Risks of Telehealth

Receiving services via Telehealth allows you to: receive services at times or in places where the service may not otherwise be available; receive services in a fashion that may be more convenient and less prone to delays than in-person meetings; receive services when you are unable to travel to the service provider's office.

The unique characteristics of Telehealth may help some people improve on health goals that may not have been otherwise achievable.

Services delivered via Telehealth rely on a videoconferencing software. I provide Telehealth services using Zoom.

Risks of Telehealth

Telehealth services can be impacted by technical failures, may introduce risks to your privacy, and may reduce your service provider's ability to directly intervene in crises or emergencies. Your provider 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 your provider at the time of service, and the technological tools used to deliver services. Your provider will assess these potential benefits and risks, sometimes in collaboration with you, as your relationship progresses. In addition, when using Zoom, the transmission of your personal information could be interrupted by unauthorized persons, and/or the electronic storage of your personal information could be unintentionally lost or accessed by unauthorized persons.

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 your case. If it is not appropriate, I will help you find in-person providers with whom to continue services. Please talk to me if you find Telehealth difficult to use or if it distracts from the services being provided. Raising your questions or concerns will not, by itself, 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 also provide services in-person and you are reasonably able to access these 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 your provider during the session. If you are unsure of how to do this, please ask your provider for assistance.

Our Communication Plan

At our first session 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 by calling the number: 208-991-3171. I will respond to your messages within 24 hours. Please note that I may not respond at all on weekends or holidays. I may also respond sooner than stated in this policy. That does not mean I will always respond that quickly.

Please note that all textual messages you exchange with me, e.g. emails and text messages, will become a part of your health record. I may coordinate care with one or more of your other providers. Your provider 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 employ 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. Please use reasonable security protocols to protect the privacy of your own health care information. For example: when communicating with me, use devices and service accounts that are protected by unique passwords that only you know.

Recordings

Please do not record video or audio sessions without my 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 without your consent. I am in the process of getting advanced training in Emotion Focused Therapy for couples. A separate consent form is provided to couples to that effect.

Telehealth Client Consent

Name: _____

Signature: _____ Date: _____