

Informed Consent for Online Telehealth Counseling Services

In order to accommodate the COVID-19 situation, I will be offering online Telehealth Counseling Services. Telehealth is defined as the use of electronic transmission to provide interactive real-time mental health services remotely, including consultation, assessment, diagnosis, treatment planning, counseling, psychotherapy, coaching, guidance, education, and transfer of medical information with an experienced psychotherapist. This can include both video and audio forms of communication, via internet and telephone. Telehealth services do not include texting and email.

My preferred formats are:

1. Doxy: Using a Firefox or Google chrome browser, click on the web address below or copy and paste in your browser at the time of our appointment and I'll join you:

<https://doxy.me/kimiverson>

Please arrive to your session ten minutes ahead of time (and possibly sooner your first time to troubleshoot any issues). **If you arrive early, you will be in the "waiting room" until I greet you at your appointment time.** You do not need to download any software.

I recommend you shut down all unnecessary other programs and apps before signing on.

Although all technology has potential security risks, online options like Doxy are preferable because they meet current security requirements in the US and Canada (HIPPA and PIPEDA, respectively).

2. FaceTime: I will call you at the number you provided.

Although online telehealth counseling is a convenient option for when someone is ill or encouraged to socially distance, there are some drawbacks:

- Potential difficulty finding a private place

**Kim Smith Iverson Counseling, LLC,
1830 Destiny Lane, Bowling Green, Ky.
270-392-4656 kimsmithiverson@gmail.com**

- Technical problems such as an unstable internet connection, poor sound or video quality which may contribute to less effective communication
- Potential limitations in your insurance coverage
- Less visibility of emotion, verbal expression, and body language compared to face-to-face sessions.
- Missed opportunities for psychological, physical and social benefits associated with attending in-person
- Particular interventions may be unavailable or less effective

- **Emergencies:** If you are in a crisis or are having a life-threatening emergency, this may require you to go to the nearest hospital, or contact Access 24/7 Crisis Help Line 1-800-223-8913.

Preparation

- Ensure your laptop or phone has a microphone and camera
- Confirm you have a secure connection and avoid public wifi options like coffee houses as they might not be secure
- Establish a private room in your home, and a time for your appointment that maximizes your ability to be completely alone, have privacy, and not be interrupted
- Prevent the temptation to multi-task as this will reduce effectiveness of your video counseling session.
- Please no recording of your counseling session to ensure privacy and security
- In the event of a disconnection, if this results in your session lasting fewer than 50 minutes, you will only be billed for the amount of time of your actual connection. In the event either of us are disconnected, please call me at 270-392-4656 and we may continue via telephone
- Cancellations and unkept appointments are treated just like in-person cancellations and unkept appointments. This therapist is not responsible for client's inability to participate in the session, including technological limitations.

Confidentiality

The laws that protect the confidentiality of your medical information in the office also apply to telehealth sessions, including mandatory and permissive exceptions to confidentiality.

**Kim Smith Iverson Counseling, LLC,
1830 Destiny Lane, Bowling Green, Ky.
270-392-4656 kimsmithiverson@gmail.com**

The client and therapist both agree to keep the same privacy safeguards as during an in-person session. The environment should be free from unexpected or unauthorized intrusions or disruptions to our communication. There is a risk of being overheard by a third party near you if you do not conduct the session in an enclosed private room, with reasonable sound barriers and with no one else present or observing.

In the event of an emergency, please let me know if you will be joining our session from a location other than your home.

Payment

Just like in-person sessions, telehealth services are a professional service, and a fee is charged at the same rate as in-person services at \$120 per 50-minute clinical hour.

I have read and understand the information provided above. I hereby consent to telehealth services as part of my treatment and authorize the electronic transmission of my information via telehealth services. (NOTE: The likelihood of this transmission being intercepted by persons other than those on the session is extremely small). I understand that I can revoke my consent at any time and that I do not have to answer any questions that I consider to be inappropriate or am unwilling to have heard by other persons. I understand that if I do not choose to participate in a telehealth session, no action will be taken against me that will cause a delay in my care and that I may still pursue face to face consultation. I agree to abide by the terms of this agreement.

Client

Date

Kim Smith Iverson, LCSW, CSAT, CET2

Date