**Overview**

❖ You will need access to the certain technological services and tools to

engage in telemental health-based services with your provider

❖ Telemental health has both benefits and risks, which you and your

provider will be monitoring as you proceed with your work

❖ It is possible that receiving services by telemental health will turn out to

be inappropriate for you, and that you and your provider may have to

cease work by telemental health

❖ You can stop work by telemental health at any time without prejudice

❖ You will need to participate in creating an appropriate space for your

telemental health sessions

❖ You will need to participate in making a plan for managing technology

failures, mental health crises, and medical emergencies

❖ Your provider follows security best practices and legal standards in order

to protect your health care information, but you will also need to

participate in maintaining your own security and privacy

**What is Telemental Health?**

“Telemental health” means, in short, “provision of mental health services with

the provider and recipient of services being in separate locations, and the

services being delivered over electronic media.”]

Services delivered via telemental health rely on a number of electronic, often

Internet-based, technology tools. These tools can include videoconferencing

software, email, text messaging, virtual environments, specialized mobile health

(“mHealth”) apps, and others.

**Your provider typically provides telemental health services using the**

**following tools:**

*Doxy.me*

*TherapySites*

*…*

➢ You will need access to Internet service and technological tools needed to

use the above-listed tools in order to engage in telemental health work with

your provider.

➢ If you have any questions or concerns about the above tools, please

address them directly to your provider so you can discuss their risks,

benefits, and specific application to your treatment.

**Benefits and Risks of Telemental Health**

**Receiving services via telemental health 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 telemental health media may also help some

people make improved progress on health goals that may not have been

otherwise achievable without telemental health.

**Receiving services via telemental health has the following risks:**

\*Telemental health 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. Here is a non-exhaustive list of examples:

\*Internet connections and cloud services could cease working or become too

unstable to use

\*Cloud-based service personnel, IT assistants, and malicious actors (“hackers”)

may have the ability to access your private information that is transmitted or

stored in the process of telemental health-based service delivery.

\*Computer or smartphone hardware can have sudden failures or run out of

power, or local power services can go out.

\*Interruptions may disrupt services at important moments, and your provider

may be unable to reach you quickly or using the most effective tools. Your

provider may also be unable to help you in-person.

\*There may be additional benefits and risks to telemental health 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.

**Assessing Telemental Health’s Fit For You**

Although it is well validated by research, service delivery via telemental health is

not a good fit for every person. Your provider will continuously assess if working

via telemental health is appropriate for your case. If it is not appropriate, your

provider will help you find in-person providers with whom to continue services.

Please talk to your provider if you find the telemental health media so difficult to

use that it distracts from the services being provided, if the medium causes

trouble focusing on your services, or if there are any other reasons why the telemental health medium seems to be causing problems in receiving services.

Your Logo Here or delete this text

**Raising your questions or concerns will not, by itself, result in termination**

**of services.** Bringing your concerns to your provider is often a part of the

process.

You also have a right to stop receiving services by telemental health at any time

without prejudice. If your provider also provides services in-person and you are

reasonably able to access the provider’s in-person services, you will not be

prevented from accessing those services if you choose to stop using telemental

health.

**Your Telemental Health 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, we 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, your provider has the following policies

regarding communications:

The best way to contact your provider between sessions is to call 972-741-0839 or email loripayne@prodigy.net

Your provider will respond to your messages 48 business hours.

Please note that your provider may not respond at all on weekends or holidays.

Your provider may also respond sooner than stated in this policy. That does not

mean they will always respond that quickly.

Contact between sessions should be

limited to:

Confirming or changing appointment times

Billing questions or issues

Referral needs

Please note that all textual messages you exchange with your provider, e.g. emails

and text messages, will become a part of your health record.

Your provider 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.

#### If you consent to having your therapist communicate with you through less secure methods (i.e. email, text) regarding scheduling and billing, you may "Opt in" by initialing the box above.

**Our Safety and Emergency Plan**

As a recipient of telemental health-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.

Your provider will require you to designate an emergency contact. You will need

to provide permission for your provider to communicate with this person about

your care during emergencies.

Your provider 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 your provider in the creation of

these plans and that you follow them when you need to.

**Your Security and Privacy**

Except where otherwise noted, your provider employs 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.

As with all things in telemental health, however, you also have a role to play in

maintaining your security. Please use reasonable security protocols to protect the

privacy of your own health care information. For example: when communicating

with your provider, use devices and service accounts that are protected by

unique passwords that only you know. Also, use the secure tools that your

provider has supplied for communications.

**Recordings**

Please do not record video or audio sessions without your provider’s consent.

Making recordings can quickly and easily compromise your privacy, and should

be done so with great care. Your provider will not record video or audio

sessions

Your signature and date below verify your consent to participate in telemental health sessions with Lori Payne Benker, LPC-S.

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Client Signature Date

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Parent/Legal Guardian Signature Date