



INFORMED CONSENT FOR TELEMENTAL HEALTH SERVICES

Telemental Health services are defined as video-based telecommunication used for psychotherapy sessions when you are not in the same physical location as your provider. Sessions will be scheduled by the same means as in person sessions and will start and end on time. Root to Crown Healing & Wellness, LLC utilizes doxy.me, a HIPAA compliant and HITECH Act compliant platform, for telemental health services. You will be asked to create an account and sign on from your personal computer, phone, or tablet in order to participate in an online video counseling session. Your personal device will need to meet the requirements of doxy.me. Sessions function similar to an in-person therapy session. Your provider will invite you to login and wait in the virtual “waiting room” at the time of your scheduled telemental health session. When your provider logs on, they will initiate the session.

Link: <https://doxy.me/cassandrasawyer>

Payment

The same fee rates will apply for telemental health as apply for in-person psychotherapy. No-show and late cancel (less than 48 hours notice) fees apply.

Benefits and Risks

Telemental health services refers to providing psychotherapy services remotely using telecommunications technologies, such as video conferencing. One of the benefits of using this medium is that you can receive services without being in the same physical location as your provider. This can be helpful in ensuring continuity of care, and it may be more convenient and/or take less time out of your day. Although there are benefits of telemental health services, there are some differences between in-person psychotherapy and telemental health care, as well as some risks.

Risks include:

- Risks to confidentiality. There is potential for other people to overhear sessions if you are not in a private place during the session. It is important for you to make sure you find a private place for your session where you will not be interrupted. Your provider will always be in an enclosed office where confidentiality is maintained on their end.
- Issues related to technology. Technology could stop working during a session. You and your provider will make a plan regarding reconnecting if a session gets interrupted by technological issues.
- Crisis management and intervention. You and your provider will develop an

emergency response plan to address potential crisis situations that may arise during telemental health services. Telemental health services will not be provided when conditions indicate necessary higher levels of care.

Efficacy

Most research suggests that telemental health services are about as effective as in-person psychotherapy. However, some interventions may not be as effective because certain physical or emotional shifts, particularly those that occur in trauma therapy, may be challenging to explore. For example, there is debate about a therapist's ability to fully understand non-verbal information when working remotely.

Appropriateness of Telemental Health Services

It is important that your safety is maintained at all times. From time to time, your provider may schedule in-person sessions to "check-in." If telemental health services become no longer the most appropriate form of treatment for you, your provider will discuss with you options of engaging in in-person counseling or referrals to another professional in your location who can provide appropriate services.

Emergencies and Technology

Assessing and evaluating threats and other emergencies can be more difficult when conducting telemental health than in traditional in-person therapy. For this reason, you and your provider will create an emergency plan before engaging in telemental health services. You will be required to identify an emergency contact person who is near your location and who your provider will contact in the event of a crisis or emergency to assist in addressing the situation.

There is a chance technology can fail during a session, potentially in sensitive situations.

If the session is interrupted for any reason, such as if the technological connection fails, and you are having an emergency, do not call me back; instead, call 911, the Ramsey County Crisis line at 651-266-7900(adults) or 651-266-4500 (children/teens), or go to your nearest emergency room. Call your provider back after you have called or obtained emergency services. If the session is interrupted and you are not having an emergency, disconnect from the session and your provider will wait two (2) minutes and then re-contact you via doxy.me. If you do not receive a call back within two (2) minutes, then call your provider on the telephone (612-351-0108). If there is a technological failure and you are unable to resume the connection, you will only be charged the prorated amount of actual session time.

Confidentiality & Records

Confidentiality of the telemental health and all associated records will be maintained in the same way as an in-person session. Your provider will always be located in an enclosed room with a shut door with no other persons present (except in the case of observation/co-therapy by a clinical trainee with advanced permission from you). Risks to breach of confidentiality increase if you are not in a private

space or complete your due diligence in preventing others from overhearing the session. Please be aware that you could inadvertently compromise your own confidentiality through your own behaviors around personal security, or through sharing information about your telemental health sessions with others.

The telemental health sessions shall not be recorded in any way unless agreed to in writing by mutual consent. Your provider will maintain a record of your session in the same way they maintain records of in-person sessions in accordance with clinical and legal policies/requirements.

Informed Consent

This agreement is intended as a supplement to the general informed consent agreed upon at the outset of initiating services with Root to Crown Healing & Wellness, LLC and does not amend any of the terms of that agreement. Your signature below indicates agreement with its terms and conditions.

I consent to use telemental health services with Root to Crown Healing & Wellness, LLC for some or all of my psychotherapy sessions, as appropriate. I understand that it is my responsibility to ensure that I am in a private location, maintaining my confidentiality. I also understand that telemental health services will only be rendered when it is deemed safe and appropriate by my provider. I agree to verify with my provider my identity and my specific location at the start of each telemental health session. I understand that it is my responsibility to ensure a good connection to internet throughout the duration of the telemental health session