

Although most therapists prefer in-person sessions, if you decide at any time that you would feel safer doing telehealth services, the therapist will respect that decision, as long as it is feasible and clinically appropriate. Reimbursement for telehealth services, however, is also determined by the insurance companies and applicable law, so that is an issue we may also need to discuss.

If there is a resurgence of the pandemic or if other health concerns arise, your therapist may require for sessions to be done via telehealth. If you have concerns about meeting through telehealth, your therapist will talk to you about it first and try to address any issues. If at any time it is determined by the therapist that telehealth sessions are necessary for the well-being of everyone, we want you to be aware of how telehealth works and the benefits and risks of doing telehealth.

When agreeing to telehealth services you agree to receive therapy provided through technology and understand that teletherapy will take the place of in-person visits during these circumstances. The preferred method of teletherapy performed at Norcon Family Counseling is through a Hipaa approved program called doxy.me, which allows the therapist and the client to visually see each other throughout the session.

To use this service, you only need a device with a camera that has reliable access to the internet (such as a computer, laptop, tablet, smart phone, etc.). You will NOT need to download anything special on your device. Instead you will be sent an email link generally the day before your appointment (this link is good for use on all telehealth sessions). Shortly before your scheduled appointment, you will click on the link and will be requested to give access to both the microphone and camera on your device. It will ask you to type in your name and then send to you to a virtual waiting room where you will wait until your therapist is able to join. Our system is limited to one device per session, so if more than one person is in the therapy session, you would need to do it from the same location sharing a single device. If this technology is not working or unavailable to the client, where insurance approves, teletherapy may also be done by telephone.

There are benefits and limitations to teletherapy. You can receive services that may be more convenient for you. You may be able to access services at times or in places where the service may not otherwise have been available. You may receive services when you are unable to travel to the service provider's office. There are risks in transmitting information over the internet that include, but are not limited to, breaches of confidentiality, theft of personal information, and disruption of service due to technical difficulties or power outages. Your insurance benefits for telehealth sessions may be different than your in-person benefits. Please be sure to contact your insurance to ensure coverage for telehealth services.

Please understand that teletherapy is not a good fit for every person. Your provider will continuously assess if working via teletherapy is appropriate for your case. If it is not appropriate, your provider will recommend you continue with in-person services as soon as they are available. Please talk to your provider if you find the teletherapy distracting you from the services being provided or it seems to be causing problems in receiving services and your provider will help discuss your options available. You may decline any teletherapy services at any time without jeopardizing your access to future care or services. If your provider is currently offering the option of in-person services, you may choose this option instead.

In emergencies, in the event of disruption of service, or for routine or administrative reasons it may be necessary to communicate by other means. Please contact our office at 816-781-2349 and office staff will respond to you within 24-hours except on weekends and holidays which may cause further delay. Make sure that you have a valid phone number and email on file in case a therapist needs to reach out to you.

Your security and privacy are of utmost concern for us. Norcon Family Counseling follows HIPAA practices and 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. We ask clients also use reasonable security protocols to protect 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. 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 without informed consent.

Signature confirms understanding of telehealth policies and procedures and consent to treatment by telehealth upon client request or when in-person sessions are not available.

Signature

Printed Name

Date