

LIFESPAN FAMILY HEALTHCARE , LLC

Rebecca E. Clark, M.S., LMFT

Licensed Marriage and Family Therapist (LMFT)

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Office Appointment Hours:

Mon. 8:30AM-10:30AM; Tues. 8:30AM-1PM; Wed. 9AM-6:00PM; Thurs. 8:30-3PM

INFORMED CONSENT FOR TELEHEALTH

This Informed Consent for Telehealth contains important information focusing on doing psychotherapy using the Internet. Please read this carefully and let me know if you have any questions. When you sign this document, it will represent an agreement between us.

Benefits and Risks of Telehealth

Telehealth refers to providing health services (including psychotherapy) remotely using telecommunications technologies, such as video conferencing. One of the benefits of telehealth is that the client and clinician can engage in services without being in the same physical location. This can be helpful in ensuring continuity of care if unable to meet in person. Telehealth, however, requires technical competence on both our parts to be helpful. Although there are benefits of telehealth, there are some differences between in-person psychotherapy and telehealth, as well as some risks. For example:

- **Risks to confidentiality.** Because telehealth sessions take place outside of the therapist's private office, there is potential for other people to overhear sessions if you are not in a private place during the session. On my end I will take reasonable steps to ensure your privacy. But it is important for you to make sure you find a private place for our session where you will not be interrupted. It is also important for you to protect the privacy of our session on your cell phone or other device. You should participate in therapy only while in a room or area where other people are not present and cannot overhear the conversation.
- **Issues related to technology.** While I have taken every reasonable step to utilize the encrypted and HIPPA compliant platform of Secure Video (<https://www.securevideo.com/>) which secures all Protected Health Information, encrypt video streams, and all accounts come with a signed BAA, there are still risks for technology issues to possibly impact telehealth. For example, technology may stop working during a session, other people might be able to get access to our private conversation, or stored data could be accessed by unauthorized people or companies.
- **Crisis management and intervention.** I will **not** engage in telehealth with clients who are currently in a crisis situation requiring high levels of support and intervention. Before engaging in telehealth, we will assess for risk and level of care needs. Higher level of risk may require more intensive care than telehealth. Should a crisis situation arise after beginning telehealth therapy, we will develop an emergency response plan that you should follow.
- **Efficacy.** Most research shows that telehealth is about as effective as in-person psychotherapy. However, some therapists believe that something is lost by not being in the same room. For example, there is debate about a therapist's ability to fully understand non-verbal information when working remotely.

Electronic Communications

I use a HIPAA compliant platform called *Secure Video*. When we schedule a telehealth session, I will send an email invitation to you with a link to our session. I must have your up-to-date email. You will automatically receive a reminder email (with the same link) 15 minutes before the appointment time. After you click the link provided, you will be directed to enable your phone or computer's camera and speaker. If there is a technological failure and we are unable to resume the connection, you will only be charged the prorated amount of actual session time. Please have access to a telephone during our planned session so we can work out potential technological difficulties.

Fees

The same fee rates will apply for telehealth as apply for in-person psychotherapy. However, insurance or other managed care providers may not cover sessions that are conducted via telecommunication. If your insurance, HMO, third-party payer, or other managed care provider does not cover electronic psychotherapy sessions, you will be solely responsible for the entire fee of the session. **Please contact your insurance company prior to our engaging in telehealth sessions in order to determine whether these sessions will be covered.**

Records

The telehealth sessions shall not be recorded in any way unless agreed to in writing by mutual consent. I will maintain a record of our session in the same way I maintain records of in-person sessions in accordance with my policies.

Temporary provision

Telehealth offered at Lifespan Family Healthcare by Rebecca Clark, LMFT is a TEMPORARY provision during the Covid-19 pandemic. As the social distancing" quarantine is lifted, we will resume IN-PERSON therapy. PLEASE DOWNLOAD THE LATEST VERSION OF ZOOM TO UTILIZE THIS PLATFORM.

Informed Consent

This agreement is intended as a supplement to the general informed consent that we agreed to at the outset of our clinical work together and does not amend any of the terms of that agreement.

BY CHECKING THE BOX BELOW AND WRITING YOUR NAME FULLY, YOU ARE AGREEING THAT YOU HAVE READ, UNDERSTOOD AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT. This is taken as an electronic signature.

Please check the box and type your full name and date above this line.

You may return this by email to reclark@lifespanfamilyhealthcare.com or fax attn: Rebecca Clark, LMFT at 207-563-3393.