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Telemental Health Services Informed Consent

Overview

- ❖ You will need access to certain technological services and tools to engage in telemental health-based services with Dr Liza York.
- ❖ Telemental health has both benefits and risks, which you and Dr Liza York 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 Dr Liza York 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
- ❖ Dr Liza York 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 delivery of mental health services through telecommunications systems, including information, electronic, and communication technologies, to facilitate the assessment, diagnosis, treatment, education, care management, or self-management of a person's mental health care while the person is located at an originating site and the provider is located at a distant site. The term includes synchronous interactions and store-and-forward transfers. Services delivered via telemental health rely on a number of electronic, often Internet-based, technology tools. These tools can include video conferencing software, email, text messaging, virtual environments, specialized mobile health (“mHealth”) apps, and others. The following tools will be used by Dr Liza York for the delivery of telemental health services: **Doxy.me** (<https://www.doxy.me>) or Zoom Client for Meetings (https://zoom.us/download#client_4meeting). 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 Dr Liza York. If you have any questions or concerns about the above tools, please address them directly to Dr York, 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 or 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 Dr York may be unable to reach you quickly or using the most effective tools. Dr York 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 Dr York at the time of service, and the technological tools used to deliver services. Dr York 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. Dr York will continuously assess if working via telemental health is appropriate for your care. If it is not appropriate, Dr York will help you find in-person providers with whom to continue services. Or, if you are reasonably able to access Dr York for in-person services, you will not be prevented from accessing those services with Dr York. Please talk to Dr York if you find the telemental health media so difficult to use that it distracts from the services being provided, if the medium causes you trouble focusing on your services, or if there are any other reasons why the telemental health medium seems to be interfering with your services. Raising your questions or concerns will not, by itself, result in termination of services. Bringing your concerns to Dr York is often a part of the process and our work together. You also have a right to stop receiving services by telemental health at any time without prejudice.

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 Dr York during the session. If you are unsure of how to do this, please ask Dr York 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, Dr York has the following policies regarding communications: The best way to contact Dr York between sessions is to call the confidential office & voice mail # (303) 875-4158. Dr York will respond to your messages within 24 hours between Monday through Friday. If a message is left on Friday night, Saturday, Sunday or holiday, it will be responded to on the following business day. Dr York may also respond sooner than stated in this policy, but this will not always be the case. Our work together will be done primarily during our appointed sessions, which will generally occur between 9am-7pm. Contact between sessions should be limited to: Confirming or changing appointment times and billing questions or issues. Please note that all text messages you exchange with Dr York, e.g. emails and text messages, will become a part of your health record. Dr York may coordinate care with one or more of your other providers. Dr York will use reasonable care to ensure that those communications are secure and your privacy is safeguarded.

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 Dr York. As indicated on the intake paperwork, Dr York will require you to designate an emergency contact name and phone number. 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 Dr York 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. Dr York will be maintaining your records in a paper charting format and will be storing paper charts in a locked filing cabinet within a locked office to which only Dr York has access. Billing/account summaries will be stored in an Excel computer password protected spreadsheet. 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 Dr York's written consent. Making recordings can quickly and easily compromise your privacy, and should be done so with the utmost care. Dr York will not be recording video or audio sessions. If an exception must be made, the reasons for this recording will be explicitly discussed with you and your informed and signed consent will be obtained prior to the session. All recorded sessions will be promptly destroyed upon completion of the intended use of the recording.

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. Your signature below indicates agreement with its terms and conditions.

Client Name (printed) _____

Date of Birth: _____

Client Signature _____

Date _____

Provider Signature _____

Date _____