



## INFORMED CONSENT FOR TELEHEALTH SERVICES

### **What is Telehealth (also known as Telemedicine)?**

Telehealth is the practice of using electronic communications to enable Rekindle mental health professionals to connect with clients using interactive video and audio communications. It includes the practice of psychological health care delivery, diagnosis, consultation, treatment, referral, and education. It also includes the transfer of medical and clinical data, between you and your practitioner.

### **When do we use Telehealth?**

At Rekindle, we believe we can provide a higher level of service to our clients in-person. We provide Telehealth only with established clients, as an adjunct to in-person counseling, and when illness, quarantine, or other unusual circumstances apply. In addition, we will provide Telehealth services only when we believe it is appropriate for you in your circumstances. State laws require that we provide Telehealth services only to people who are residents of Minnesota or who are physically within the state during our sessions.

### **Confidentiality**

The laws that protect your confidentiality also apply to Telehealth. However, the exceptions to this confidentiality found in our other documents also apply to Telehealth (please refer to the Rekindle Therapy Agreement and Client Information that you received and agreed to when beginning services). Rekindle Counseling will not share any personally identifiable images or information from the Telehealth interaction without your written consent unless required by law.

### **Technology and Transmission Difficulties**

Your counselor will use a HIPAA compliant platform for Telehealth services and will discuss with you the process involved in using that platform. This technology will encrypt our communications and should keep all of our communications private. Nonetheless, no technology is perfect and there is a risk of unforeseen breaches of that privacy and a risk that the audio and visual communications between us will not be optimal. In the event you have difficulties with the platform, the counselor will call you at the phone number you have given to reschedule the session. In general, it is important to have a good Internet connection, be in a private space and on a private wi-fi to protect your confidentiality, and it may help to shut down and restart your computer before the session. You agree that it is your responsibility to protect this aspect of your privacy during Telehealth.

## **Payments**

Telehealth sessions have the same fees as in-person sessions, and payment is due at the beginning of the session. Your counselor will ask for your credit card information, which will be entered into a secure portal with our credit card provider. We will not retain your credit card information to protect your privacy.

Failure to attend a Telehealth session will be charged as agreed in the Rekindle Therapy Agreement. Any waiver of the charges is up to the counselor's discretion.

## **Potential Risks and Benefits of Telehealth Including Clinical Limitations**

Telehealth has benefits, including reducing barriers to services and being able to attend when unwell or under quarantine. The risks of Telehealth include your counselor not being able to assess or interact in the same way as she or he could in person. The results of Telehealth cannot be guaranteed or assured. Telehealth is not appropriate for people who are at risk of self-harm or harm to others. If Telehealth has been used and is deemed inappropriate by your counselor, you will be referred to in-person treatment near you.

## **Scheduling**

Telehealth sessions will be scheduled through your counselor. They are available only during our normal counseling hours. You will need to share your location at the beginning of a session in case there is an emergency during the session. Telehealth sessions are not available outside of counseling hours, and not appropriate for a crisis.

## **Emergencies and Our Inability to Respond to Emergencies**

Telehealth sessions are not suitable for emergency or crisis situations, and not available outside of our normal counseling hours. In an emergency please call 911, the national crisis line at 1-800-273-8255, or go to your nearest hospital.

## **Rights**

You have the right to withdraw your consent to the use of Telehealth at any time.

You have the right to access your records in accordance with Minnesota state law.

You retain all the rights outlined in the Rekindle Counseling Therapy Agreement and Client Information handouts

## **My Consent for Telehealth services**

I understand and agree with all of the information provided above.

I have discussed the Telehealth process with my provider and had my questions answered.

I understand this agreement is an adjunct to the Rekindle Counseling Therapy Agreement and Client Information that I signed as I commenced therapy.

I agree to be in a private place and use a secure wi-fi connection during Telehealth sessions.

Client (or Guardian) Signature \_\_\_\_\_ Date \_\_\_\_\_

Provider's Name and Signature \_\_\_\_\_ Date \_\_\_\_\_