

Alexandra Morcelle, LCSW-R

Licensed Clinical Social Worker

INFORMED CONSENT ADDENDUM FOR ONLINE THERAPY

This form is designed to allow you to give informed consent for the use of video technology for online therapy. Read it thoroughly for understanding and to ensure all of your questions are answered before signing to give consent.

This is to be used in conjunction with, but does not replace, the Informed Consent document that is required of all clients prior to starting therapy services.

Online therapy or teletherapy is defined as the use of technology to have a therapy session. We will use thera-LINK, a HIPAA compliant platform that uses video and audio technology through a webcam on your device and my device to connect us securely.

thera-LINK uses encrypted data streams (AES-256) for our video sessions. Any data that is stored outside of our video session on the thera-LINK platform (such as documents, messages, or progress notes) is encrypted and meets or exceeds all HIPAA and HITECH guidelines.

The benefits of teletherapy include the convenience of location, time, wait times, and accessibility which allows for better continuity of care. In addition, teletherapy allows for greater accessibility to services for clients with limited mobility or with lack of transportation. Teletherapy can also allow for couples or families to meet when in different locations.

With all technology, there are also some limitations. Technology may occasionally fail before or during our session, the problems may be related to internet connectivity, difficulties with hardware, software, equipment, and/or services supplied by a third party. Any problems with internet availability or connectivity are outside the control of the therapist and the therapist makes no guarantee that such services will be available or work as expected. If something occurs to prevent or disrupt any scheduled appointment due to technical complications and the session cannot be completed via online video, the therapist will either use the in-session video chat to trouble shoot or will call you back to complete the session.

Name: _____

Main phone number: _____

E-mail address: _____

If, for any reason, we are unable to connect, and you are in an immediate crisis or a potentially life-threatening situation, get immediate emergency assistance by calling 911.

I AGREE TO TAKE FULL RESPONSIBILITY FOR THE SECURITY OF ANY COMMUNICATIONS OR TREATMENT ON MY OWN COMPUTER AND IN MY OWN PERSONAL LOCATION. I understand I am solely responsible for maintaining the strict confidentiality of my user ID and password and not allow another person to use my user ID or access the Services. I also understand that I am responsible for using the technology in a secure and private location so that others cannot hear my conversations.

I understand that there will be no recording of any of the online session and that all information disclosed within sessions and the written records pertaining to those sessions are confidential and may not be revealed to anyone without my written permission, except where disclosure is required by law. I understand that I am not allowed to do any recordings, screenshots, etc. of any kind, of any session, and are grounds for termination of the client-therapist relationship.

Consent to Telehealth Treatment

I voluntarily agree to receive telehealth therapy services for assessment, continued care, treatment and other services that are considered necessary and advisable. I understand and agree that I will participate in the planning of my care, treatment, or services and that I may withdraw consent for such care, treatment, or services received through Alexandra Morcelle, LCSW-R at any time. I understand Alexandra Morcelle, LCSW-R will determine on an on-going basis whether the condition assessed and/or treated is appropriate for telehealth therapy services.

Additionally, I understand the following:

- Telehealth therapy services can only be provided if I am located in New York state at the time of the appointment. If I am located outside of New York state at the time of my appointment for any reason, I understand that Alexandra Morcelle, LCSW-R will not provide telehealth services until I am physically located in New York state again.
- I understand it is my responsibility to cancel and reschedule any telehealth sessions with 24 hours' notice or the customary late cancel/no show fees will apply.
- I understand that I must be in a private, confidential location for the full duration of my telehealth appointment. The environment should be free of distractions and interruptions, just as it would if the appointment took place in-office.
- I understand that I cannot be driving at any time during my telehealth appointment.
- I understand that I cannot be a passenger in a car driven by someone else at any time during the telehealth appointment, as that is not a private, confidential environment.
- I understand that if I owe payment for services that I will be contacted by office staff approximately 2 business days before the appointment to collect payment. I understand it is my responsibility to ensure payment is made either at that time or within 48 hours following the appointment.
- I understand that if I do not make payment for services in a timely fashion as outlined above that any future appointments will be canceled and I will not be able to schedule again until payment is made.
- It is strongly recommended that clients utilizing telehealth services contact the office and speak with a front desk staff member to place a credit or debit card on file so payment can be immediately processed following completed sessions.

By signing this Consent to Telehealth Treatment, I, the undersigned client and/or parent/guardian, acknowledge that I have both read and understood all the terms and information contained therein, and that ample opportunity has been offered to me to ask questions and seek clarification of anything unclear to me.

Patient/Client Signature

Date

Parent/Guardian or Legal Representative Signature
(If minor or needed otherwise)

Date

Witness Signature

Alexandra Morcelle, LCSW-R

Licensed Clinical Social Worker

As discussed, I am now using thera-LINK, a secure video service for online sessions. I chose thera-LINK because it is very user friendly. That said, there are some very important things you will need to know in order to avoid the potential frustration of not being able to connect at our scheduled appointment time.

Once I have added you as a client on thera-LINK, the system automatically will generate an email that contains a link that you **MUST** click on to accept the invitation and join thera-LINK. When you click the link, you will create your password and type in some other information. That first email might go to your junk/spam/clutter file, so go ahead and look for that at your earliest convenience.

As soon as you have your log in information, you can log into thera-LINK. The dashboard will list your appointment details with a green join button that is available only on the scheduled day. The portal also has a menu on the left called support, which can further answer any questions.

If you are using a PC, Mac, or Android device, please use Chrome, Firefox or Safari version 11 or greater. If you are using an iPhone or iPad, use Safari or download the thera-LINK app from the App Store if using an older device.

Rebooting your computer before a session is a good idea, especially if you have used other applications during the day that utilize your speakers/camera/microphone Not required but it is often helpful with some systems.

Once you have logged in, you can click on the settings menu to upload a picture of yourself if you would like. Once you login, thera-LINK auto detects your time zone and your appointments will be displayed accordingly. Finally, keep in mind that when using thera-LINK, the more bandwidth you have available, the better your connection will be. Therefore, if you are planning on using a phone or tablet, connecting to Wi-Fi will vastly improve the session. Hotspots can be used but the connection will not be as strong and you may get more pixilation, screen freezes, or dropped calls. More bandwidth is always better.

Disconnections may occur. If we get disconnected, I will restart the session on my side. If you do not see me in a few minutes, go back to the join session page and click the green join button again on your side. I will call you if more than 5 minutes have elapsed.

I am looking forward to meeting with you using this technology.

Sincerely,

Alexandra Morcelle, LCSW-R
Licensed Clinical Social Worker