

Telehealth Informed Consent

Client First Name: _____ Last Name: _____ Date of Birth: _____

Guardian First Name (if applicable): _____ Last Name: _____

Guardian's relationship to client (if applicable): _____

Primary Address of Client during telehealth session: _____

Primary Phone number of Client/Guardian: _____ E-Mail of Client/Guardian: _____

Emergency Contact Information

We are required to obtain two emergency contacts – please list them below (*they CAN be the same contacts that were provided in the intake paperwork*).

Contact #1 (Name, relation, and phone number): _____

Contact #2 (Name, relation and phone number): _____

Should the provider feel there is an emergency, mental health or otherwise, the provider is permitted to contact either of the emergency contacts listed above.

What is Telehealth?

Telemedicine is the process of providing health care from a distance through technology, often using videoconferencing. Telehealth, a subset of telemedicine, can involve providing a range of services including psychiatric evaluations, therapy (individual therapy, group therapy, family therapy), patient education, and case management.

Telehealth can involve direct interaction between a provider and a client. It also encompasses providers supporting community partners with mental health care consultation and expertise regarding a client (collaboration). Mental health care can be delivered in a live, interactive communication. Sessions are not recorded, unless written permission is given by the client/guardian.

Benefits of Telehealth

Video-based Telehealth helps meet clients' needs for convenient, affordable and readily accessible mental health services. It can benefit patients in a number of ways, such as:

- Improve access to mental health specialty care that might not otherwise be available (e.g., in rural areas)
- Bring care to the patient's location
- Help integrate behavioral health care and primary care, leading to better outcomes
- Reduce the need for trips to the emergency room
- Reduce delays in care
- Improve continuity of care and follow-up
- Reduce the need for time off work, childcare services, etc. to access appointments far away
- Reduce potential transportation barriers, such as lack of transportation or the need for long drives
- Reduce the barrier of stigma

While some people may be reluctant or feel awkward talking to person in a screen, experience shows most people are comfortable with it. Some people may be more relaxed and willing to open up from the comfort of their home or a

convenient local facility. Also, this will likely be less of a problem as people become more familiar and comfortable with video communication in everyday life.

Telehealth allows providers to treat more clients in distant locations. Clinicians need to be licensed in the state(s) where the patient they are working with is located. State licensing boards and legislatures view the location of the patient as the place where “the practice of medicine” occurs. **Therefore, clients and licensed clinicians are required to be in the state of Kentucky when services are rendered.**

Although Telehealth has the disadvantage of the client and provider not being in the same room, it can create enhanced feelings of safety, security and privacy for many clients.

Evidence for Effectiveness

There is substantial evidence of the effectiveness of Telehealth and research has found satisfaction to be high among patients, psychiatrists and other professionals. Telehealth is equivalent to in-person care in diagnostic accuracy, treatment effectiveness, quality of care and patient satisfaction. Patient privacy and confidentiality are equivalent to in-person care.

Research has also found that overall experiences among all age groups have been good. There is evidence for children, adolescents and adults regarding assessment and treatment (medication and therapy). There are even people for which telemedicine may be preferable to in-person care, for example people with autism or severe anxiety disorders and patients with physical limitations may find the remote treatment particularly useful.

Telehealth has been found especially effective with respect to the treatment of PTSD, depression, and ADHD.

In SUMMARY, there is robust evidence that shows Telehealth improves patient outcomes and shows high patient satisfaction by meeting patients’ needs for convenient, affordable and readily accessible mental health and substance abuse care.

Reference: **American Psychiatry Association, APA**

For more information, please visit [Psychiatry.org](https://www.psychiatry.org)

Risks of Telehealth

Most common risks are technological and confidentiality issues. Technological risks would include: Improper or unavailable equipment; Equipment malfunctions, including audio and/or visual problems that may affect two-way communication of verbal & non-verbal information. Missed information can lead to errors in judgment by the practitioner. Risk of breaches or “hacking” of patient Protected Health Information (PHI) and HIPAA violations are rare, but possible. Environmental disruptions during Telehealth appointments may decrease privacy. Preparing a quiet, private location in your home or office can minimize privacy risks.

Alternatives to Telehealth

1. **Traditional visit in the office:** Tell your provider if you are dissatisfied or uncomfortable with Telehealth appointments. *** New clients must be seen in the office for Initial Assessment, unless the provider deems a situation as a medical emergency and the patient cannot come to the office.** *(During the COVID-19 pandemic, this initial in person session is waived for safety reasons and will resume as permitted by the state of Kentucky).*
2. **Telephone Appointments:** Although telephone technology can be quite effective and has many of the same risks & benefits as Telehealth, the Telephone is NOT considered Telehealth. Audio communication between patient and provider does not include visual information, which is often helpful. However, telephone appointments may be necessary in certain cases: travel barriers or restrictions; lack of Telehealth equipment (phone, personal computer, camera, tablet, internet (WiFi) or lack of a cellular connection. ***This type of session is only permitted when the state of Kentucky allows during extenuating circumstances (i.e., COVID19).***

Patient Rights

I understand that the laws that protect my privacy and confidentiality of medical information also applies to Telehealth and I can withdraw my consent at any time, inspect all medical information, may obtain copies of my medical record information and may release my medical records to anyone with my written consent. I understand that withholding or withdrawing my consent of Telehealth services will not affect my future care or treatment in the future. I understand that my consent for Telehealth care will remain in force, unless it is revoked by me or my provider.

I understand that I may withhold or withdraw my consent for treatment by writing or contacting the MEBS Counseling office at:

4339 Winston Avenue
Covington, KY 41015
859-835-2573

Patient Responsibilities

Please read this section carefully. We need everyone's understanding, cooperation and flexibility!

Before your appointment:

1. A provider will contact you for scheduling your appointments. If you already have an appointment, you can check your appointment status in the Patient Portal through Azalea Health. ***** MAKE SURE YOU SCHEDULE YOUR APPOINTMENT AT A TIME AND LOCATION THAT WILL BE PRIVATE AND FREE OF INTERRUPTIONS!**
2. **Complete & Submit this Telehealth Consent Form.**

Appointment Time:

1. Both Provider and client will identify self at beginning of session. Client will confirm date of birth.
2. Make sure you create a safe, private, distraction-free environment for your appointment. Inform your provider if anyone can see or hear any part of your session. Clients may invite family or supportive persons to their appointments, but this must be discussed with the provider prior to the appointment time.
3. If your home environment is not private, we will call you back when you have established a private setting.
4. **Recording of Sessions by audio or video is NOT ALLOWED.** This applies to both patient and provider.
5. If video technology is unavailable or problematic, the provider & patient may need to reschedule the appointment.

After your appointment:

1. Call your provider or our office at **859-835-2573** to schedule an appointment. *****Please call our office or your provider if you change addresses, phone numbers, emergency contacts, or any other personal information.**
2. Please be available to return all phone calls to our office in a timely manner.

My signature below signifies that I have read and agree with the information listed above on this Telehealth Informed Consent form. I acknowledge that I may not be participating in telehealth services, but am signing this consent in case there is a need in the future.

Client/Guardian Signature

Date