

Kim Gilliland, LMFT
Office address: 470 Spring St, #301
Friday Harbor, WA 98250

Mailing address: P. O. Box 3214
Friday Harbor, WA 98250

(425) 922-1644
gillilandtherapy.com

kim.gilliland@hushmail.com

Telemental Health Services Informed Consent

What is Telemental Health?

“Telemental health” means, in short, provision of mental health services with the provider and recipient of services being in separate locations, and the services being delivered over electronic media. Services delivered via telemental health rely on a number of electronic, often internet-based, technology tools. These tools can include videoconferencing software, email, text messaging, telephone calls, virtual environments, specialized mobile health (“mhealth”) apps, and others.

Your provider typically provides telemental health services using the following tools: Videoconferencing using doxy.me. doxy.me is a cloud-based, HIPAA secure electronic medical records and telemedicine platform. doxy.me allows clients to start sessions by clicking on a URL shared via email or SMS.

- You will need access to internet service and technological tools to use the above-listed tools in order to engage in telemental health work with your provider.
- If you have any questions or concerns about the above tools, please address them directly to your provider so that 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.
- Telemental health media may also help some people make improved progress on health goals that may not have been otherwise achievable.

Receiving services via telemental health has the following risks:

- Internet connections and cloud services could cease working or become too unstable to use.
- Cloud-based service personnel, 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 your provider may be unable to reach you quickly or using the most effective tools. Your provider will likely 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 your provider at the time of service, and the technological tools used to deliver services. Your provider 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 everyone. Your provider will continuously assess if working via telemental health is appropriate for your case. If it is not appropriate, your provider will help you find in-person providers to work with.

Please talk to your provider if you find the telemental health media so difficult to use that it distracts from the services being provided, if the medium causes trouble focusing on your services, or if there are any other reasons why the telemental health medium seems to be causing problems in receiving services. **Raising your questions or concerns will not, by itself, result in termination of services.** Bringing your concerns to your provider is often a part of the process.

You also have the right to stop receiving telemental health services at any time without prejudice. If your provider also provides services in-person and you are reasonably able to access the provider's in-person services, you will not be prevented from accessing those services if you choose to stop using telemental health.

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 you or hear your interactions with your provider during the session. If you are unsure of how to do this, please ask your provider for assistance.

Our Communication Plan:

At our first session, we will develop a plan for backup communication in case of technology failures and a plan for responding to emergencies and mental health crises. In addition to those plans, your provider has the following policies regarding communications:

- The best way to contact your provider between sessions is by telephone or text at (425) 922-1644 or email at kim.gilliland@hushmail.com
- Please note that all textual messages you exchange with your provider, e.g., emails and text messages, will become part of your health record.
- If you lose internet connection with your provider during a telemental health session, your provider will attempt to reach you by telephone at a prearranged number.

Our Safety and Emergency Plan:

As a recipient of telemental health services, you will need to participate in ensuring your safety during mental health crises, medical emergencies, and sessions that you have with your provider.

Your provider will require you to designate an emergency contact. You will need to provide permission to your provider to communicate with the person about your care during emergencies.

Your provider will also develop a plan for what to do during mental health crises and emergencies, and a plan for how to keep you safe during sessions. It is important that you engage with your provider in the creation of those 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 to adhere to security best practices and applicable legal standards for the purpose of protecting your privacy and ensuring that records of your health care services are not lost or damaged.

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 your provider's consent. Making recordings can quickly and easily compromise your privacy, and should be done so with great care. Your provider will only record video or audio sessions with your permission. If the sessions are recorded, it will be for the professional development of the provider. They will be viewed or listened to, perhaps with the engagement of a supervisor, and then destroyed. Recordings will not be stored.

Acknowledgement of Receipt:

I have read this document and I understand and agree to its contents. I have received a copy if requested.

Client Signature: _____

Date: _____

Client Signature: _____

Date: _____

Therapist Signature: _____

Date: _____