

Hope Panara, MA, LPA
Licensed Psychological Associate

901 Paverstone Drive
Suite 10
Raleigh, NC 27615

Phone: (919) 307-7889
Hpanara@mac.com

Telehealth Services Informed Consent

Overview

- Telehealth has benefits and potential risks which we will monitor as we proceed in our work together.
- It is possible that using telehealth may turn out to be inappropriate for you. If so, we may have to cease work by telehealth.
- Telehealth can be stopped at any time without prejudice.
- You will need to find or create an appropriate space for your telehealth sessions.
- We will need to make plans for managing technology failures, mental health crises, and medical emergencies.
- I will follow 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 Telehealth?

For our purposes, telehealth is a provision of psychotherapy with us being in separate locations meeting via electronic media. Telehealth relies on a number of electronic, often Internet-based, technology tools. These tools can include videoconferencing software, email, and others. Our sessions will be held using Clocktree Systems, Inc., a HIPAA-compliant platform for telehealth services.

You will need Internet service and some technology tools to engage in telehealth sessions. If you have any questions or concerns, please let me know so we can discuss the risks, benefits, and any concerns you may have.

Benefits and Risks of Telehealth

Some benefits of psychotherapy sessions via telehealth may include:

- Meeting at times or places that may not otherwise be available.
- Meeting via telehealth may be more convenient and less prone to delays.
- Sessions can be done when unable to travel or meet face to face.
- The unique characteristics of telehealth media may also help some people make improved progress on goals that may not have been otherwise achievable without telehealth.

Some telehealth risks may include but are not limited to:

- Internet connections and cloud services could cease working or become too unstable to use.
- Despite precautions taken to protect confidentiality, cloud-based service personnel, IT assistants, and hackers may have the ability to access private information that is transmitted or stored in the

process of telehealth-based service delivery. To mitigate risk, only your name, email address, and appointment times are stored on the Clocktree Systems, Inc. HIPAA-compliant platform.

- Computer or smartphone hardware can have sudden failures or run out of power, or local power services can go out.
- Technical interruptions may cause disruptions important moments, and we may be unable to re-connect quickly or using the most effective tools.
- In the event of an emergency, I will be unable to assist in-person.

There may be additional benefits and risks to telehealth services that arise from the lack of in-person contact or presence, the distance between us at the time of service, and the technological tools used to deliver services. We will assess these potential benefits and risks as our work progresses.

Assessing Telehealth's Fit for You

Telehealth may not be a good fit for every person. We will continuously assess if working via telehealth is appropriate. If it is not appropriate, we will work to find other solutions in the effort to continue the work.

Telehealth media can be so difficult to use that it distracts from the work. If the medium causes trouble focusing, or if there are any other reasons why the medium seems to be causing problems, bring this to my attention and we will work to resolve issues.

You can discontinue telehealth at any time without prejudice. I provide in-person psychotherapy sessions at my office, and you can stop telehealth and choose to work face-to-face whenever practical.

Your Telehealth Environment

You are 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 me during the session. If you are unsure of how to do this, please ask me for assistance.

Communications

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, you can contact me by phone at (919) 307-7889, or by email at Hpanara@mac.com. I do not use texting. I will respond within 24 hours or during the next business day if messages are left on weekends or holidays.

Safety and Emergency Plan

When using telehealth, it is important to have a safe space for sessions. Additionally, you will need to participate in ensuring your safety in the event of a mental health crisis or medical emergency. You listed an emergency contact in your intake paperwork. In case of an emergency, I may contact this person regarding care. If there is mental health emergency outside of our sessions and you are unable to reach me, call 911 or go to your nearest emergency room. I will also work with you to develop a plan for what to do during mental health crises and emergencies.

Security and Privacy

Except where otherwise noted, I use 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.

As with all things in telehealth, 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 me, use devices and accounts that are protected by unique passwords that only you know.

No Recording of Sessions

Do not record video or audio sessions without my consent. Making recordings can quickly and easily compromise your privacy. It should be done only with great care and with written permission by all parties in advance. Likewise, I will not record our video or audio sessions. If for some reason, I wish to record a session or sessions, I will get your written consent in advance as well as provide an explanation for my wanting to record. You are under no obligation to grant permission.

Your signature below indicates that you have read and understood the information in this document and agree to its terms.

Signature

Date

Name (printed)