

INFORMED CONSENT FOR TELEPSYCHOLOGY

FamilyFirst Psychological Services is offering Telepsychology services on a short-term basis to therapy clients who request such services due to the COVID-19 pandemic. This Informed Consent for Telepsychology contains important information regarding conducting psychotherapy using the phone or the Internet. *Please read this form carefully and let us know if you have any questions. When you sign this document, it will represent an agreement between us.*

Telepsychology refers to providing psychotherapy services remotely using telecommunications technologies, such as video conferencing. One of the benefits of telepsychology is that the client and clinician can engage in services without being in the same physical location. Although there are benefits of telepsychology, there are some differences between in-person psychotherapy and telepsychology, as well as some risks. For example:

- Risks to confidentiality. Because telepsychology sessions take place outside of the therapist's private office, there is potential for other people to overhear sessions if you are not in a private place during the session. On our end, we will take reasonable steps to ensure your privacy. But it is important for you to make sure you find a private place for our session where you will not be interrupted. It is also important for you to protect the privacy of our session on your cell phone or other device.
- Issues related to technology. There are many ways that technology issues might impact telepsychology. For example, technology may stop working during a session, other people might be able to get access to our private conversation, or stored data could be accessed by unauthorized people or companies.
- Telepsychology limitations. Telepsychology sessions have limitations as compared to in-person sessions, among those being the lack of "personal" face-to-face interactions.

Telepsychology requires technical competence on both our parts to be helpful. You may have to have certain computer or cell phone systems to use telepsychology services. You are solely responsible for any cost to you to obtain any necessary equipment, accessories, or software to take part in telepsychology. **Telepsychology with FamilyFirst will be conducted via Zoom for Healthcare, which is a HIPAA-compliant program.**

We have a legal and ethical responsibility to make our best efforts to protect all communications. However, the nature of electronic communications technologies is such that we cannot guarantee that our communications will be kept confidential or that other people may not gain access to our communications. We will try to use updated encryption methods, firewalls, and back-up systems to help keep your information private, but there is a risk that our electronic communications may be compromised, unsecured, or accessed by others. You should also take reasonable steps to ensure the security of our communications (for example, only using secure networks for

telepsychology sessions and having passwords to protect the device you use for telepsychology). The extent of confidentiality and the exceptions to confidentiality that are outlined in our “Services, Policies, and Informed Consent” form still apply in telepsychology. The telepsychology sessions shall not be recorded in any way. We will maintain a record of the sessions in the same way we maintain records of in-person sessions in accordance with our policies.

If our telepsychology session is interrupted, disconnect from the session and your psychologist will wait two (2) minutes and then re-contact you via the telepsychology platform on which we agreed to conduct therapy. If you do not receive a call back within two (2) minutes, then call your psychologist on the phone number he/she will provide to you. If there is a technological failure and we are unable to resume the connection, you will only be charged the prorated amount of the actual session time. If you are in the midst of an emergency and a session is interrupted, please dial 911 or go to your nearest emergency room.

The same fees will apply for telepsychology as for in-person therapy services. We will ask for a credit card number to keep on file in order to conduct telepsychology services and, if you would like, we can mail or email your receipts. In most cases, telepsychology services can be reimbursed by insurance companies at the same rate as can in-person therapy services yet we encourage you to confirm this information with your insurance company.

This agreement is intended as a supplement to FamilyFirst’s “Services, Policies, and Informed Consent” form that we agreed to at the outset of our clinical work together and does not amend any of the terms of that agreement. Your signature below indicates agreement with the Telepsychology terms and conditions listed herein.

Client Name

Client Signature (or Parent Signature if client is under age 18)

Date