

# Family Guidance Center Telehealth Informed Consent

## What is the Family Guidance Center Telehealth Program?

- This program refers to providing behavioral health services remotely in order to expand individual choice and allow for continuity of care in the delivery of services. Telehealth refers to the delivery of services, if clinically appropriate, using real-time, two-way interactive audio-video transmission. Audio-only without video may be utilized in limited circumstances.

## I understand the following with respect to telehealth:

- The telehealth platform and instructions to connect will be provided at time of appointment scheduling. Additional education of process will be available on the Family Guidance Center website.
- I will sign into the telehealth platform. A therapist or prescriber will check me in and I will see them on my device enabling me to talk to and hear them. I will have an opportunity to interact and develop a treatment plan. My session will finish like a regular in person session by scheduling follow up sessions as needed.
- The privacy laws that protect the confidentiality of my protected health information also apply to telehealth unless an exception to confidentiality applies (i.e. mandatory reporting; danger to self or others). There will be no recording and all documentation pertaining to telehealth sessions may not be disclosed to anyone without written authorization, except where disclosure is required by law.
- There are risks and consequences of participating in telehealth including, but not limit to, technical difficulties resulting in service interruptions, breaches of confidentiality by unauthorized persons. Connection may not be sufficient to allow for effective communication and or limited ability to respond to emergencies. If technical difficulties occur, end and restart session. If service is not restored within ten minutes, your provider will call to determine next steps.
- I have the right to withdraw consent for telehealth at any time without affecting my right to future care, and services.
- In person services will be offered to provide best clinical outcomes when, in the clinical judgement of the licensed practitioner, it is not clinically appropriate for services to be provided through telehealth.
- In the event of emergency during telehealth session your provider may determine the need for a higher level of care and will contact your designated emergency contact (DEC) for assistance if needed. The Holcomb Crisis team may be contacted at **610-379-2007** for assistance to ensure your safety.

Please list your DEC here:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

I agree and provide consent in the event of an emergency the DEC may be contacted.

I have read and understand the information provided and consent to participate in telehealth services.

**I acknowledge the above and agree to adhere to the Telehealth Program to the best of my ability by signing the Consent Agreement Form 111-MH.**