



**Telehealth Consent**

I, \_\_\_\_\_ (Client/Guardian), hereby give my consent to my provider to provide \_\_\_\_\_ (Client) with medically necessary live, interactive video telehealth services located at the following distant site location: 2001 Pine Lake Road, STE 200, Lincoln NE 68512.

I understand that:

- a. There are potential benefits and risks of telehealth video services (e.g. limits to patient confidentiality) that differ from in-person services.
- b. I retain the right to refuse telehealth video services at any time without affecting my right to future care or treatment and without risking the loss or withdrawal of any program benefits to which I would otherwise be entitled.
- c. All existing confidentiality protections shall apply to my telehealth video services and I agree to receive an email with a link attached to join telehealth video sessions as appropriate.
- d. I shall have access to all medical information resulting from the telehealth communication, as provided by law.
- e. Information from the telehealth video services (images that can be identified as mine or other medical information from the telehealth video service) cannot be released to researchers or anyone else without my written consent.
- f. If I decline telehealth video services for any reason (e.g. technological difficulties, etc.), I will work with my provider to find alternative treatment options, including telephone sessions or in-person services on a case-by-case basis.
- g. I will be informed if this telehealth video service will be recorded.
- h. I will be informed if any additional people beyond my provider will be present at all sites during my telehealth video service.
- i. I retain the right to exclude anyone from either the originating or distant site.
- j. A safety plan is needed that includes at least one emergency contact and the closest emergency room to your location, in the event of a crisis situation.
- k. My provider may determine that due to certain circumstances, telehealth video services are no longer appropriate and that we should resume our services in person or through other alternative options.
- l. This consent is valid for six months for follow-up telehealth video services with this health care provider.

I have read this document carefully and my questions have been answered to my satisfaction.

\_\_\_\_\_  
**Print Client Name** **DOB:** \_\_\_\_\_

\_\_\_\_\_  
**Client/Guardian Signature \*** **Date Signed:** \_\_\_\_\_

\_\_\_\_\_  
**Emergency Contact** **Relationship to Client** **Phone Number**

\_\_\_\_\_  
**Email Address (where link to sessions can be sent)** **Phone Number (if problems occur)**

\*Note: If the client is under the age of 19, the parent or guardian must sign all legal documents. Additionally, if you choose to sign this document electronically, you agree your electronic signature is the legal equivalent of your manual signature on this document.



## **Telehealth Patient Rights & Responsibilities for Participation in Telehealth Services**

**Prior to starting video-conferencing services, we discussed and agreed to the following:**

- Confidentiality still applies for telehealth services, and nobody will record the session without permission from the client.
- We agree to use the video-conferencing platform selected for our virtual sessions and the provider will explain how to use it.
- You need to use a webcam or smartphone during the session.
- It is important to be in a private, quiet space that is free of distractions (including cell phones or other devices) during the session.
- It is important to use a secure internet connection rather than public /free Wi-Fi.
- It is important to be on time. If you need to cancel or change your telehealth appointment, you must notify the provider in advance by phone or email.
- We need a backup plan (e.g., a phone number where you can be reached) to restart the session or reschedule it, in the event of technical problems.
- You should confirm with your insurance company that the video session will be reimbursed or covered. If they are not covered, you are responsible for full payment.

**What you can expect:**

- Therapists are utilizing the platform MYIO which is HIPAA compliant.
- Clients will need to register for an online portal account with MYIO to access their telehealth session.
- Once the provider has initiated/started the session, the client will see a yellow banner on their portal account page which when clicked, will launch the session. If the client logs into their account prior to the clinician starting the session, they will have the option to do a self-check -in.
- If the client attempts to log in more that 15 minutes prior to their appointment, the self-check-in button will not be available.

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**Creating Positive Change**