



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 quiet, private 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 Zoom.com which is HIPAA compliant
- Clients will need to download the Zoom.com app prior to the first telehealth session.
- Clients will receive a link via email from their clinician directly or through their secure Valant client portal account.
- Click this link to move forward to “join a meeting” this is the language used in Zoom.

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