

Client Rights and Responsibilities for Participation in Telehealth Services

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

- Confidentiality still applies to telehealth services, and the session will not be recorded without the permission from the other person(s).
- We agree to use the video-conferencing platform selected for our virtual sessions, and the provider will explain how to use it.
- You will need to use a computer with 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, other devices, and other people) 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 your provider in advance (see Cancellations/No Show policy).
- You must provide a phone number where you can be reached in the event of technical problems, wherein the session needs to be restarted or rescheduled.
- You should confirm with your insurance company that telehealth sessions will be covered or reimbursed. If they are not covered, you are responsible for the full payment.

What you can expect:

- Your provider is utilizing the HIPAA compliant telehealth platform, Valant IO.
- Clients will need to register for an online client portal account through Valant.
- Once the provider has initiated 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 provider starting the session, they will have the option to do a self-check-in.
- If the client attempts to log in more than 15 minutes prior to the scheduled appointment time, the self-check-in button will not be available.