

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 MYIO which is HIPAA compliant.
- Clients will need to register for an online portal account through Valant.
- 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 than 15 minutes prior to their appointment, the self-check-in button will not be available.

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