



Patient Rights and 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 the permission from the others 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 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 phone 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 tele-appointment, you must notify the provider in advance by phone or email.
- We need a back-up plan (e.g., phone number where you can be reached) to restart the session or to reschedule it, in the event of technical problems.
- You should confirm with your insurance company that the video sessions will be reimbursed; if they are not reimbursed, you are responsible for full payment.

What you can expect:

- Providers are utilizing the platforms entitled "Zoom," which is HIPAA compliant.
- Clients will need to download "Zoom" prior to the first telehealth session.
 - Google download Zoom-first link to download
- Clients will receive a link via email from their provider directly or the Valant Secure Messaging Portal. Click this link to move forward to "join a meeting," this is the language used in Zoom.

Catalyst Behavioral Health
5539 S. 27th Street, Suite 104, Lincoln, NE 68512
Phone: (402) 261-8313 Fax: (402) 939-0437
Creating Positive Change