



An Innovative and Philanthropic Mental Health Practice

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## Consent to Utilize Telehealth Services

Telehealth (or tele mental health) services are an option for many of our clients who cannot arrive in person for a variety of reasons including, without limitation; geographical distance, illness to self or family, tight scheduling, inclement weather, geographical separation, or severe symptoms. This form attests that you, the recipient, are aware of the risks and benefits associated with communication through this medium.

### Definition and Details

Telehealth refers to any medical services provided remotely using audio or video conferencing. To participate in videoconferencing, certain software, internet access, and technological competence are required. Zephyr Wellness utilizes the Zoom platform for its HIPAA-compliant videoconferencing and telehealth services. To engage in telehealth you will need to download and install Zoom.

### Conditions

- Clients are entitled to the same rights and have the same responsibilities as with in-person sessions in the office; providers must abide by all the same ethics and laws, including those pertaining to privacy.
- You are responsible for ensuring privacy and confidentiality on your end of the transmission. This is best accomplished by finding a quiet, private room for your session, free of potential interruptions.
- If a session is interrupted by technical difficulties, every effort will be made to reconnect the transmission immediately, however, please understand that the session may need to be rescheduled and if so, please contact the front office staff.
  - If a client is at high psychiatric risk as determined by the provider, then the provider might require that a responsible adult is located nearby during the session.
  - If a client is at high psychiatric risk, the provider will work with the patient to develop an emergency response plan to address potential crisis situations that might arise during teletherapy.
  - If, during an urgent or high-risk situation, you are disconnected from your provider and your provider is unable to immediately reach you, your provider will contact your emergency contact person and/or call 911 to respond, if necessary.
  - If an active crisis arises during the session, your provider may call 911.
- Just like with in-person sessions, telehealth sessions will not be recorded without prior consent by both you and your provider
- At the outset of each telehealth session, you will be asked to provide information that allows your therapist to get appropriate emergency personnel to your location, if needed. This may include:
  - Emergency contact person (for a child, this would be the guardian)
  - Your physical address
  - Your phone number

My signature below indicates my understanding of and agreement to the terms set forth above

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Client or client's legal guardian

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Date