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## Informed Consent for Telehealth/Video Conference

**Telehealth Risks:** Telehealth sessions are scheduled through Zoom, a HIPAA-compliant telemedicine software. While in use, Zoom will download a very small cookies program to your computer. Zoom is stable and secure; however, there is no guarantee that you will be free from intrusion or hacking. For this cause, you are being informed of these risks, and you have the right to refuse services.

If you use any method of electronic communication with me, there is a minimal chance that a third party may be able to intercept that communication. With the use of technology, it is important to be aware that family, friends, co-workers, employers, and hackers may have access to any technology, devices, or applications that you use. You are encouraged to only communicate through a computer or other device that you know is safe and secure. You are responsible for reviewing the privacy settings on the device you use, as well as being aware of the agreement forms of any applications or technology you use on your device. No part of your telehealth session will be recorded. Please contact your me with any questions you may have on privacy measures on my device or system.

**Confidentiality:** All existing confidentiality protections under federal (HIPAA) and state law apply to information used or disclosed during your telehealth session. See the Notice of Privacy Practices provided to you.

**Technical Difficulties:** I will email you a Zoom link prior to your scheduled appointment. Click on the Zoom link, and you will be connected with me. If you do not receive a link via email, check your spam box. If you still cannot find the link, please contact me via email at [tacy@columbiarivercounseling.com](mailto:tacy@columbiarivercounseling.com) so another link can be sent.

To ensure your ability to contact me in case of difficulties during a session (or difficulties in connecting to the Zoom link), please have a reliable phone available and provide me with your number, or give me an accessible email address, so we can communicate immediately regarding the telehealth session. If you get disconnected from a video conferencing session, end the session then restart it.

**Limitations of Distance Counseling:** Although research has proven the effectiveness of distance counseling, it is an alternative form of counseling with certain limitations. Please be aware of the following concerns:

- It may lack visual and/or audio cues, which may cause misunderstandings or make it difficult to hear one another.
- There may be disruptions in the service and quality of the technology used.
- It may not be appropriate if you are unable to find a private space during the session or are having a crisis or having suicidal or homicidal thoughts.
- There is a small possibility that our secure connection could be hacked or safety protocols could be broken in other ways despite efforts to create a secure connection.

**Cancellation/Late Appointment Fees:** Please be aware that all the requirements for in-office sessions also apply to telehealth sessions, including the twenty-four (24) hour cancellation and late appointment policies (see Office Policies and Financial Agreement).

*By signing below, I attest that I understand the limitations and specific concerns related to telehealth. My therapist has discussed with me the information provided above. I have had an opportunity to ask questions about this information, and my questions have been answered. I have read and agreed to future participation in telehealth services with my therapist, Tacy L. Muzzy.*

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

Print Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

\_\_\_\_\_  
Therapist Signature

\_\_\_\_\_  
Date