



Informed Consent for Telehealth Sessions

Confidentiality: No information will be shared without your written permission, with the exceptions provided by legal statute. The same laws protecting the confidentiality of your medical information in the office apply to telehealth sessions, including mandatory reporting and permitted exceptions. The client and provider both agree to not record the telehealth sessions without prior written consent.

Telehealth sessions will originate within the office or home of the provider and will occur via a videoconferencing platform. Please note that while this is encrypted, communications are not guaranteed to be secure. The session could still be intercepted and a third party could listen in on the conversation. If you choose to continue with telehealth, please consider this risk to your confidentiality.

Telehealth appointments should be treated with the same expectations as in person appointments. Please be sure to log in on time. You must be in a private area when you begin your telehealth session, just as you would when you come to the office for an appointment. Sessions cannot take place while you are driving. You will be asked to provide the address of where you will be during the call. Please make every attempt to take the call in a private place so that no one besides the patient and the parent/guardian can overhear your call. If you are not in an appropriate space for your appointment, your provider may ask that you reschedule your telehealth appointment for another time.

If parent/guardian is not present, ask your provider in advance about how you can provide verbal or written Release of Information for an adult who will be on site with the child for the duration of the appointment (considered an "other authorized adult providing care"). This person must be able to have knowledge of the child's protected health information. Only adult caregivers (e.g. stepparent, grandparent) will be allowed to fill this role at the discretion of the provider.

Children and parent/guardian or other authorized adult providing care are expected to be on the call at the beginning of the session. After the session has started, the provider may decide to only speak to one or the other in the party. The parent/guardian or other authorized adult providing care is expected to be in the home during the entirety of the call. Any exceptions to this need to be brought to the provider in advance for approval.

Documentation: The clinical record-keeping for these telehealth sessions is the same as in-person sessions. Clinical case notes are recorded in your medical chart by date and time of the session.

Billing: Billing procedures for the telehealth services will remain the same as the procedures for in-person treatment. If you are using insurance for your treatment you will still be responsible for payment of all deductibles and co-pays as defined by your insurance coverage. You will be able to pay your portion of the bill online. Please visit our website at www.catalpahealth.org for information about paying your bill.

Scheduling: Telehealth sessions are scheduled ahead of time at regular times. These appointments reserve time specifically for you. Just as with in-person appointments, you are responsible for keeping and paying for all telehealth appointments. You will begin a telehealth appointment by logging into a provider's virtual waiting room. Just as with in-person appointments, it is expected that you arrive in the virtual waiting room on time for your scheduled appointment. A window of time will remain open after the start time of your session (15 minutes for therapy/psychological testing; 7 minutes for psychiatry), after which it is up to the discretion of your provider to determine whether the session will proceed. If you are having difficulty logging on, please contact your provider directly to discuss connectivity issues. If unable to reach them, you can call the Catalpa Health main line (920-750-7000). If you are unable to make your appointment, it is expected that you call and cancel the appointment. Appointments that are missed and not cancelled ahead of time will be discussed and handled the same way as missed in-person appointments.

There may be technical difficulties that could occur during the telehealth appointment. The provider will make attempts to reach you should you become disconnected. The provider or the patient may discontinue the appointment if it is felt that the connection is not adequate for the situation. If the connection is lost, the provider will make two attempts to reach back out to the patient during the appointment time. If there are safety concerns at the time of the disconnection, the provider may reach out to emergency services.

Clinical information: In cases where there is risk to self or others, the provider will need to make a full assessment to ensure your safety. If the result of the assessment is that it is uncertain that you will be safe, the provider may need to request a wellness check from the local law enforcement or county crisis support. They may also request that you go to the emergency room.

I need your verbal approval of these conditions before beginning telehealth: "Do you consent to treatment via telehealth?"

If you answer "yes," your session will begin. If you answer "no," your session will end.