

THE MELTZER CENTER FOR PSYCHOLOGICAL AND COMMUNITY-BASED PRACTICE ADDENDUM
Consent to Telehealth (Video-conferencing)

Telehealth is the practice of healthcare to provide care, treatment, or services by a licensed provider in one location to a client in another location through the use of health information and technology communications. Live video-conferencing is a temporary option for conducting telehealth in which you will be able to speak to and see your therapist on a screen. This form of service allows continuity in work with your therapist while there are barriers to travel to The Meltzer Center for counseling services. At the Center, we use Cisco WEBEX as a secure video-conferencing platform.

You and your therapist, under the supervision of the licensed therapist, may choose to use this option if you, your therapist, and your therapist's supervisor agree that this is best for your sessions at this time. If you and your therapist choose to utilize video-conferencing, your therapist will give you detailed directions regarding how to log-in securely. We ask that you please sign on to the platform at least five minutes prior to your session time to ensure you and your therapist are able to start promptly. Additionally, you are responsible for initiating the connection with your therapist at the time of your appointment. We strongly suggest that you are in a private space and only communicate through a computer or device that you know is safe (e.g., has a firewall, anti-virus software installed, is password protected, not accessing the internet through a public wireless network, etc.).

The following information pertains specifically to the use of **video-conferencing**. Use of video-conferencing is completely voluntary and is an option you and your therapist can discuss if you are interested.

- WEBEX is an online communication tool allowing for face-to-face video and it is **HIPAA compliant**. For more information about WEBEX security and privacy, please see: <https://www.webex.com/>
- WEBEX requires the use of a browser but does not require any software download.
- Appointments will be made via email, or phone. Please be online at least five minutes prior to session, alone, in a quiet room, with the door closed.
- For best picture and audio quality, a hardwired connection (via LAN cable) rather than a wireless one should be used if possible. Headphones add additional security.
- I agree to work with The Meltzer Center to come up with a safety plan, including identifying one or two emergency contacts, in the event of a crisis situation during our sessions.
- Confidentiality should be treated like an in-office session: no outside distractions, turn off cell phones, close other programs on your computer, and be on time.

- Sessions may be supervised in real time by the supervisor and the clinician’s supervision team. The supervisor and supervision team are there to give feedback to the clinician and will not interact with you at all. (Their microphones will be muted and cameras off.)
- Sessions will also be recorded by the clinician for supervision purposes. Recordings are password-protected, shared only between your clinician and their supervisor, and stored on a secure server. They will be deleted after they are viewed.
- I understand that The Meltzer Center may decide to terminate video therapy services, if they deem it inappropriate for me to continue therapy through video sessions. In this case, The Meltzer Center may provide in-person care or a referral to another provider or clinic, if necessary or available.

I also understand the following limitations of WEBEX video therapy sessions:

- Any internet-based communication is not 100% guaranteed to be secure/confidential. I agree that The Meltzer Center should not be held responsible if any outside party gains access to the video feed.
- In a crisis or emergency situation that needs immediate attention, whereby I am considering seriously harming myself or someone else, I will dial 911, or go to a mental health hospital/ER.
- Technical problems could occur. If the call is disrupted, the therapist will call back as soon as possible (within ten minutes). If reconnection cannot occur, the session will be rescheduled through email. Clients will not be charged for sessions that are interrupted due to technical difficulties prior to 40 minutes into the session.

I have been informed of and understand the risks and procedures involved with using video-conferencing. I agree to the terms listed above and I hereby voluntarily consent to the use of this platform for therapy sessions with my therapist. I agree that The Meltzer Center should not be held liable in the event that any outside party passes technology security and discovers personal or confidential information. This consent will last for the duration of the relationship with this clinic; I can withdraw my consent for a video therapy session at any time, and the Meltzer Center will work with me to find a suitable alternative.

Yes _____

No _____

Client Name: _____ Date of Birth: _____

Location During Teletherapy: _____
Address City State

Parent/Guardian Name (if applicable): _____

Signature of Client or Parent/Guardian: _____ Date: _____

Signature of Therapist: _____ Date: _____