

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

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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 practitioner on a screen. This form of service allows continuity of psychological assessment services while there are barriers to travel to The Meltzer Center for services. At the Center, we use Cisco WEBEX as a secure video-conferencing platform.

Your evaluator will provide you with 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 your assessment begins promptly. Additionally, you are responsible for initiating the connection with your evaluator at the time of your appointment. We strongly suggest that you are in a private space and only communicate through a computer or tablet 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.). For your security, no sessions will be recorded, and we ask that you do not record either.

The following information pertains specifically to the use of **video-conferencing**. Use of video-conferencing is completely voluntary.

- 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 the session; alone, in a quiet room, with the door closed.
- Confidentiality should be treated like an in-office session: no outside distractions, silence cell phones, close other programs on your computer, and be on time.
- Sessions will 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 assessment services, if they deem it inappropriate for me to continue my evaluation 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.

The use of video-conferencing for assessment purposes poses unique challenges to both the client and the evaluator. To properly administer and score these tests, the client must be able to meet and agree to the following requirements:

- When meeting your evaluator for your assessment, it is essential that your environment be indoors, private, and reasonably quiet and free from distraction. The room should be well lit, and careful attention should be paid to positioning with windows and blinds to avoid glares and shadows. You should be seated at a desk or table throughout the assessment.
- The main bulk of your assessment will be conducted via webcam and microphone on a suitable device (e.g., desktop computer, laptop, tablet).
  - Your device must be able to connect to high speed internet using a password-protected, secure internet connection. A hardwired connection (via LAN cable) is preferable. To protect confidentiality, the use of an unsecure internet connection or public Wi-Fi is not recommended.
  - To ensure visibility of all testing materials, the screen size on your device must be at least 9.7 inches diagonal. Smaller screens (e.g., iPad mini, smartphone) are not permitted.
  - It is recommended that your operating system be up to date to ensure optimal functioning within the WEBEX platform. Aside from WEBEX, all other applications and programs should remain closed for the duration of the evaluation.
  - To protect confidentiality, anti-virus and anti-malware should also be up to date.
  - It is strongly encouraged that you use headphones or earbuds to maximize audio clarity and additional security.
- In order for your evaluator to monitor and accurately score your written materials, multiple video viewpoints, and therefore multiple devices, may be necessary. In these cases, you will need to have access to a secondary device, such as a (silenced) smartphone. Prior to beginning your assessment, your evaluator will help you set up your secondary device on a stack of books or other objects, with the camera hanging over the edge, giving your evaluator a birds-eye view of your work.
- Prior to beginning your assessment, your evaluator will assess the quality of the webcams and microphones in use to ensure they are sufficient for telehealth assessment services.
- Your assessment will begin with a clinical interview. The interview portion of your assessment will be conducted by your evaluator and their advanced student supervisor. To maintain your privacy, your evaluator will virtually “lock” your session room once you, your evaluator, and the student supervisor are present, prior to beginning the assessment. After the clinical interview, the student supervisor will change their status to ‘invisible’ but virtually remain in the session. This allows the student supervisor to maintain oversight of the assessment, maximize the size of your video feed, and minimize added distraction. The licensed supervisor may be involved in any parts of this process as well.

- To ensure test security, recording of the session by the client, on WEBEX or other devices and platforms, is not permitted. By signing this document, I agree to not record my session in any way.
- I further agree to not digitally save or photocopy any assessment materials in any way.
- 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. Your evaluator may also provide you with the numbers for the National Lifeline Network (1-800-273-8255) or the Boys Town National Helpline (1-800-448-3000). If necessary, your evaluator may be required to call 911 or recommend you go to your nearest emergency room.
- Your evaluator may mail you testing materials in advance of your telehealth appointment in a sealed envelope. To maintain the validity of your assessment and to keep testing materials protected, it is important that this envelope not be opened prior to the session. By signing this form, you agree to only open your testing materials envelope while on camera, in view of your evaluator, and when instructed to do so. **Please note that opening this envelope in advance may invalidate your assessment.** For confidentiality purposes, these materials will only have your ID number printed on them. Please do not add any additional personally identifiable information, such as your name or date of birth. A self-addressed stamped envelope will also be included with your testing materials. At the end of the testing session and while still on camera and in view of your evaluator, you will place your testing materials into the self-addressed stamped envelope, seal it, and write your ID number over the top of the seal. Please mail your envelope immediately after the session to prevent any delays in completing your assessment report or providing you with feedback.

**I also understand the following limitations of WEBEX and telehealth services:**

- 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 evaluator will call back as soon as possible (within ten minutes). If reconnection cannot occur, the session will be rescheduled through email.
- Some measures used in tele-assessment may not be as precise or accurate as they would be in face-to-face, in person assessment sessions. This is because some measures used in tele-assessment are being administered in a way that they were not specifically developed to be administered. I further understand that the evaluator and their supervisors know and understand these issues and will use the data in a way to maximize their accuracy and work with any unsure circumstances. This may include adding more measures to evaluate areas that are unclear, and it

may include not being able to make as specific conclusions, decisions, or recommendations as would be possible in face-to-face, in-person assessment services. It is possible you may be referred for further testing once face-to-face, in person assessment services resume.

I have been informed of and understand the risks and procedures involved with using video-conferencing in assessment. I agree to the terms listed above and I hereby voluntarily consent to the use of this platform for the purposes of my assessment and feedback. 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 assessment 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 Telehealth: \_\_\_\_\_  
Address City State

Parent/Guardian Name (if applicable): \_\_\_\_\_

Signature of Client or Parent/Guardian: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Evaluator: \_\_\_\_\_ Date: \_\_\_\_\_