



## Informed consent checklist for telehealth services

- There are potential benefits and risks of video-conferencing (e.g. limits to patient confidentiality) that differ from in-person sessions.
- Confidentiality still applies for telepsychology services, and nobody will record the session without the consent from the others person(s).
- We agree to use the video-conferencing platform selected (**Simple Practice**, Ring Central, Zoom) for our virtual sessions, and your clinician at Elevated Insights Assessment (EIA) will explain how to use it.
- You need to use a webcam or smartphone during the session.
- It is important to be in a quiet, private space that is free of distractions (including cell phone or other devices) during the session.
- It is important to use a secure internet connection rather than public/free Wi-Fi.
- It is important to be on time. If you need to cancel or change your tele-appointment, you must notify your psychologist in advance by phone or email.
- We need a back-up plan (e.g., phone number where you can be reached) to restart the session or to reschedule it, in the event of technical problems.
- I understand EIA provides non-emergency assessment services by scheduled appointment only. If, for any reason, I am unable to contact my clinician, by the telephone number provided to me, 303-756-1197, and I am having a true emergency, I will call 911, check myself into the nearest hospital emergency room, or call Colorado's Crisis Hotline (844) 493-8255. EIA does not provide after-hours service without an appointment. If I must seek after-hours treatment from any counseling agency or center, I understand that I will be solely responsible for any fees due. I understand that if I leave a voicemail for my clinician on the phone number provided, my clinician will return my call by the end of the next business day, excluding holidays and weekends.
- We need a safety plan that includes at least one emergency contact and the closest emergency room to your location, in the event of a crisis situation.
- If you are a minor or under the age of 13, we need the permission of your parent or legal guardian (and their contact information) for you to participate in telepsychology sessions.
- You are responsible for full payment of your sessions; please be aware that if you submit you invoices to your insurance company for reimbursement, they may or may not reimburse telehealth.
- As your clinician, I may determine that due to certain circumstances, telepsychology is no longer appropriate and that we will discuss alternative options.

Should we agree to communicate by the approved communications listed above, i.e. text, email, telephone, or any other electronic method of communication, confidentiality extends to those communications. However, EIA cannot guarantee that those communications will remain confidential. Even though EIA may utilize state of the art encryption methods, firewalls, and/or back-up systems to help secure our communication, there is a risk that the electronic or telephone communications may be compromised, unsecured, and/or accessed by an unintended third-party. There is never a 100% guarantee information will remain confidential when transmitted electronically.

My signature below affirms that the preceding information has been provided to me in writing by my primary Clinician, or if I am unable to read or have no written language, an oral explanation accompanied the written copy. I understand my rights as a client/patient and should I have any questions, I will ask my Clinician.

\_\_\_\_\_  
Client Name/Signature

\_\_\_\_\_  
DATE

\_\_\_\_\_  
Parent/Legal Guardian Signature (Please specify Relationship to Client)

\_\_\_\_\_  
DATE