

## **Telehealth Client Office Policies and Consent Form**

This form is required if participating in telehealth but not for in-person counseling.

### **Telehealth Overview**

Jen Wildhaber is offering telehealth services to clients who are clinically appropriate for and interested in this method of delivering counseling. Telehealth (also known as Telemedicine, Telemental Health, or “Skype Therapy”) is the practice of conducting a standard counseling session with a provider and a client in separate locations using some form of audio/video conferencing software/hardware to connect.

Because the nature, efficacy, appropriateness, and insurance coverage for telehealth may vary from traditional, in-person counseling, this information below is laid out so that you are able to provide your informed consent about telehealth practices at Creative Connections Counseling.

### **Client Must Be Physically Located in Illinois During Entirety of All Telehealth Visits**

Providers are legally required to be licensed in the state they practice. As it applies to telehealth, providers must be licensed in the state that their client is physically located in during any and all telehealth visits. Because Jen Wildhaber is only licensed in Illinois, our policy is to only provide telehealth services to clients when clients are located in the state of Illinois at the time of the visit. By signing this document, you agree that you understand and accept that you will only schedule telehealth sessions at times you intend to be in Illinois, only have telehealth sessions when you are in Illinois, and immediately notify a provider if at any point during a telehealth session you are not located in Illinois.

### **Telehealth Services May Not Be Clinically Appropriate for All Clients and Situations**

Telehealth is not appropriate for all clients or situations. Jen Wildhaber does not generally schedule telehealth sessions for minors under the age of 12 or in situations where counseling will involve more than one client. However, there may be situations where Jen Wildhaber will approve a telehealth session with a client under the age of 12 as long as a parent or guardian is present. At the time of scheduling, it may be unclear that a particular situation is not clinically appropriate for telehealth or a client's situation may evolve to no longer be clinically appropriate for telehealth. In situations where telehealth is no longer clinically appropriate, the provider will explain and offer in-person visits to the client or assist the client in linking to a local in-person counselor. By signing this document you agree that you understand and accept that telehealth services may be discontinued if your provider believes they are not clinically appropriate. Telehealth is Not Covered By All Insurance Plans; Clients Are Responsible For Non-Covered Charges Telehealth is not covered by all insurance companies. For insurance companies that do cover telehealth, telehealth may not be covered by all plans. Even for plans that do cover telehealth, telehealth may be only covered for certain situations, with pre-authorization, or when billed with certain procedure codes or modifiers. Jen Wildhaber recommends they each client contact their insurance company to see if telehealth is covered under their individual plan. By signing this document you agree that

you understand and accept that insurance companies may misquote benefits to you or Jen Wildhaber or that an insurance company may decline to cover a telehealth visit that is submitted for any reason. Further, you agree that you are financially responsible for the balance of any fees not covered by or denied by insurance. Jen Wildhaber will not opt to seek pre-authorization for telehealth services if it is required by an insurance plan. Clients seeking services with an insurance plan requiring telehealth pre-authorization must be seen in-person or self-pay for telehealth visits. Clients are cautioned that insurance companies do frequently misquote benefits in general and are more prone to giving inaccurate benefit information for telehealth services as a result of the new, complicated, and changing nature of this service method from a billing perspective.

### **Benefits and Efficacy of Telehealth**

Because Telehealth is relatively new, it has not been thoroughly studied as it relates to counseling. Preliminary evidence suggests that telehealth is just as effective as in-person counseling. If you believe you are not benefiting from telehealth, you may request in-person counseling or get help being linked to in-person counseling. Your provider may also advise against telehealth if your provider believes that telehealth is not beneficial for you. By signing this document, you agree that you understand and accept that the benefits and efficacy of telehealth are unproven and tentative.

### **Client Responsibility in Maintaining Privacy and Confidentiality**

To maintain confidentiality and privacy, clients are encouraged to conduct telehealth visits at a location and time when they will be alone, uninterrupted, and free from possibilities of being overheard. By signing this document you agree that you understand and accept that providers will respond to you and discuss confidential information with you that is of a sensitive nature and could be overheard if steps are not taken by you to protect your privacy at your location.

### **Provider Limitations**

Providers may limit their telehealth appointments to certain hours or days or to a certain number of appointments per week. The quantity and availability of telehealth appointments may vary from provider to provider. Not all providers will opt to offer telehealth as a treatment modality.

### **Technical Issues, Cancellations, and Rescheduling**

Jen Wildhaber will take steps to minimize the likelihood of problems that would interfere with its ability to conduct a telehealth appointment. If a technical issue arises, Jen Wildhaber will attempt to remedy the problem as quickly as possible and will contact a client to notify of any delays or problems that may impact a scheduled appointment. In the event of a technical issue, reasonable efforts will be made to offer a face-to-face appointment or reschedule to minimize the impact to the client. Clients may also have unexpected technical issues that could prevent a client from keeping a telehealth appointment. The client may contact the provider in advance to make arrangements to change the telehealth appointment to a face-to-face appointment. Keep in mind that providers may be conducting the telehealth appointment from a location other than their typical office and may be unable to honor this request. The office's standard

cancellation and attendance policy is in effect for telehealth sessions though providers have discretion to waive a fee if a client is having isolated and last-minute technical issues that prevent a client from connecting.

**My signature below indicates that I understand, agree with, acknowledge, accept, and will abide by all of the statements and policies above. All of my questions about telehealth and the statements above have been answered. I provide my voluntary and informed consent to participate in and/or have my dependent named below participate in telehealth services.**

Client Name (Printed)

Date

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Client Signature (if 18 or older) Date

Date

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Guardian Name (Printed)

Date

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Guardian Signature (if applicable)

Date

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**\*\*Each client participating in telehealth should be named. Each client over age 17 must sign to participate in telehealth. Every client under age 18 must have an adult with legal authority to consent to treatment sign to participate in telehealth. Use an additional copy of this form if there are more than four clients.\*\***