

Advanced Clinicians Specialty Services
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Informed Consent for Telehealth Services

This form contains important information on the use of telehealth services. Please read it carefully and note any questions that you may have. When you sign this document, it will represent an agreement between you and Advanced Clinicians Specialty Services (ACSS).

Overview:

Telehealth involves the evaluation, diagnosis, and treatment of a condition using telecommunications technology such as phone or the internet. This may include the use of audio, video, or other electronic mediums. As such, telehealth services typically allow the provider to communicate and/or see the patient in real time in the completion of activities such as psychological assessment, psychotherapy, medical management, and psychiatric medication management.

Benefits and Risks of Telehealth Treatment:

Telehealth allows the provider and patient to engage in services without being in the same physical location. This can be helpful in ensuring continuity of care or addressing other issues which could prevent meeting in person. Telehealth is also typically found to be a convenient method for accessing services and can be effective in producing positive treatment outcomes. It is important to note that there is no guarantee for what your experience will be like, however.

Though there are benefits to telehealth, there also are some potential risks. Many of these can be mitigated through technical competence and effort on the part of the provider and patient. Some examples of potential risks and ways to manage them are presented below:

Because a telehealth session takes place outside of the provider's private office, there is a potential for others to overhear personal information if you are not in a private space during your appointment. Your clinician will take all steps necessary to try and mitigate this risk on their end, but it is your responsibility to find a private place in which to have your appointment and not be interrupted. Therefore, you should only participate in telehealth services if you are in a room or area where other people are not present and cannot overhear the conversation.

There are a variety of technological issues which could impact telehealth services. This could include, but is not limited to, technology malfunctioning during an appointment or stored data being accessed by unauthorized individuals or third parties.

Telehealth services are typically not appropriate for patients who are currently in a crisis situation and require a high level of support. If you choose to engage in telehealth services, you and your provider will establish a plan for addressing any potential crisis situations should they arise during your telehealth work.

Confidentiality:

As stated in the Informed Consent form, every effort is made by Advanced Clinicians Specialty Services to protect your (or child's) privacy. This same standard applies to telehealth services. However, given the nature of electronic communication technologies, it cannot always be guaranteed that communications will be kept confidential or that others may not be able to gain access to electronic communications. ACSS and your provider will make every effort possible to mitigate this risk through reasonable steps such as using a secure electronic health record and a secure electronic telehealth platform. You should also take measures however to ensure the security of any utilized electronic communications through reasonable steps such as having passwords to protect the device you are using for telehealth services.

The extent of confidentiality and the exceptions to that confidentiality that were outlined in the Informed Consent document still apply in telehealth services. Please refer there for details.

Appropriateness of Telehealth Services:

Though telehealth services may be available, they may not be the most appropriate form of treatment for each patient. Your provider retains the discretion to decide if telehealth is an appropriate form of treatment for you and will notify you of any concerns relative to this. If telehealth is not found to be an appropriate form of service for you, your provider will discuss other options of engaging in in-person services or provide you with referrals to another appropriate professional.

Records:

Telehealth appointments will not be recorded in any way unless agreed to in writing by both the provider and patient. Records of telehealth sessions will be maintained in the same way, and in accordance with the same policies, of in-person appointments.

Supplement to Existing Informed Consent:

This agreement is intended to act as a supplement to the general informed consent signed at the onset of your treatment and does not amend any of the terms in that agreement. Your signature below indicates agreement with its terms and conditions.

Fees:

The same fee rates will apply for telehealth as apply for in-person services. However, insurance or other managed-care organizations may not cover sessions that are conducted via telecommunication. If your insurance, HMO, third-party payer, or other managed care provider does not cover electronic telehealth appointments, you will be solely responsible for the entire fee of the services rendered. Please contact your insurance company prior to engaging in our telehealth services to determine whether or not these services will be covered.

Informed Consent:

Your below signature indicates that you have thoroughly read and understand the information in this document and agree to these terms as part of your treatment at Advanced Clinicians Specialty Services.

Date: _____ Patient Signature: _____
(or Legal Guardian/Parent signature if under 18 years of age)

Clinical Provider Signature: _____ Date: _____