
Information About Telehealth Services

What is Telehealth?

- “Telehealth” is a kind of mental health service in which you and your provider are in different locations, and the services are being delivered by audiovisual format or by telephone.
- Services delivered by telehealth rely on a number of electronic, often Internet-based, technology tools. These tools can include videoconferencing software, cell phone, email, text messaging, and specialized mobile health apps.
- You will need to have access to Internet service, and the audiovisual technological tool Zoom through your phone or computer to participate in telehealth work with your provider.

Your Security and Privacy

- Your provider uses software and hardware tools that meet security best practices and applicable legal standards to protect your privacy and to make sure that records of your health care services are not lost or damaged.
- Center for Family Development uses the HIPAA compliant version of the telehealth platform Zoom.
- You will also need to use reasonable security measures to protect your privacy. For example: when communicating with your provider, use devices and service accounts that are protected by unique passwords that only you know.

Benefits and Risks of Telehealth

- Telehealth has both benefits and risks, which you are encouraged to discuss with your provider as you work together.
- Receiving services by telehealth allows you to:
 - Receive services when you are unable to travel to the provider’s office.
 - Receive services at times or in places where the service may not otherwise be available.
 - Receive services in a way that may be more convenient and likely with less delay than meeting in person.
 - Potentially make progress on health goals that you may not have been able to without telehealth.
- Receiving services by telehealth has possible risks. Telehealth services:
 - Can be impacted by technical failures. Sessions may be interrupted at important moments. For example:
 - Internet connections and cloud services could stop working or become too unstable to use.
 - Computer or smartphone hardware can have sudden failures or run out of power, or local power services can go out.
 - Risk viruses or other malware infecting a website or app used for telehealth. There are anti-malware solutions to guard against viruses or other malicious software.
 - May introduce risks to your privacy. For example, cloud-based service personnel, IT assistants, and hackers may have the ability to access your private information that is sent during telehealth therapy sessions. You can lower this risk by applying updates to software installed on your devices as soon as they become available. Frequent updates improve security by fixing vulnerabilities cyber-criminals are known to exploit.
 - May lead to accidental disclosures. If you are not in a private location during the telehealth appointment, then other persons may hear or see sensitive information about you. You can decrease the risk of accidental disclosures when others are present by positioning your device so others cannot see the screen and, if available, using a headset or headphones. Or you can use the live chat function on Zoom to communicate instead of using your device’s speakers and microphone.
 - May reduce your provider’s ability to directly intervene in a crisis or emergency. Your provider may not be able to reach you quickly or help you in person.

Overview

- You are encouraged to create an appropriate space for your telehealth sessions. You can avoid scheduling a telehealth visit in a busy area, over a public Wi-Fi network, and on a platform that did not require a password along with other forms of authentication, such as a code sent to your cell phone. Your provider can help you.
- You and your provider will work together to plan for technology failures, mental health crises, and medical emergencies.
- If you have any questions or concerns about the telehealth tool used by your provider, please talk directly with your provider so you can discuss the concerns and explore solutions.

Guidelines for Telehealth Appointments

- You must be in Oregon to receive services.
- Be in a location with as few distractions as possible.
- Dress appropriately for appointments.
- Inform your provider when someone else is present.

Assessing Telehealth's Fit for You

- Talk to your provider if you find the telehealth tool:
 - Distracts from the services being provided.
 - Causes difficulty focusing on your session.
 - Causes any other problems in receiving services.
- Bringing your concerns to your provider is often a part of the telehealth process. Raising your questions or concerns will not, by itself, mean your services will end.
- Receiving services by telehealth may turn out to be problematic. Either you or your provider may decide to stop meeting by telehealth.
- You have a right to stop receiving services by telehealth at any time without judgment.
- If your provider provides sessions in person and you are reasonably able to come to the agency, you and your provider may decide to meet in person.

Your Telehealth Environment

- You will be responsible for creating a safe and confidential space during your sessions. Whenever possible, you may choose to use a physical space that does not include other people or prevents people outside the space to see or hear your interactions with your provider.

Communication Plans

- The best way to contact your provider between sessions is to call the CFD main phone number at (541) 342-8437 and ask for your provider. Your provider will try to respond to your messages within 24 hours but may not respond on weekends or holidays. Your provider may respond sooner than 24 hours, but it is not guaranteed that they will respond that quickly.
- Your provider will need to have your emergency contact person's phone number in your file and your permission to communicate with this person about you in the case of an emergency.

Safety and Emergency Plans

- Your provider will develop plans with you for:
 - Backup communications in case of technology failures.
 - What to do during mental health crises and emergencies.
 - How to keep your space safe during sessions.

Recordings

- Making recordings can quickly and easily compromise your privacy. You may not record telehealth sessions, and your provider may not record telehealth sessions without your consent.