

# RECORD COPY

CENTER FOR FAMILY DEVELOPMENT  
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Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

## Telehealth Services – Informed Consent

### What is Telehealth?

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

### Your Security and Privacy

- Your therapist 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.
- You will also need to use reasonable security measures to protect your privacy. For example: when communicating with your therapist, use devices and service accounts that are protected by unique passwords that only you know.

### Overview

- You will need to participate in creating an appropriate space for your telehealth sessions.
- You will need to participate in planning for technology failures, mental health crises, and medical emergencies.
- If you have any questions or concerns about the telehealth tool your therapist is using, please talk directly with your therapist so you can discuss the risks and benefits to your treatment.

### Benefits and Risks of Telehealth

- Telehealth has both benefits and risks, which you and your therapist will be discussing as you work together.
- Receiving services by telehealth allows you to:
  - 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 for you and less likely to have delays than meeting in person.
  - Receive services when you are unable to travel to the therapist’s office.
  - 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.
  - 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.
  - May reduce your therapist’s ability to directly intervene in a crisis or emergency. Your therapist may not be able to reach you quickly or help you in person.

### Assessing Telehealth’s Fit for You

- Talk to your therapist if you find the telehealth tool:
  - Distracts from the services being provided.
  - Causes trouble focusing on your session.
  - Causes any other problems in receiving services.
- Bringing your concerns to your therapist 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 inappropriate for you; you and your therapist may have to stop meeting by telehealth.
- You have a right to stop receiving services by telehealth at any time without judgment.
- If your therapist provides sessions in person and you are reasonably able to come to the agency, you and your therapist may decide to meet in person.

