



### **What is Tele-mental Health?**

“Tele-mental health” means, in short, services delivered which rely on electronic, often Internet-based, technology tools. These tools can include videoconferencing software, email, text messaging, virtual environments, specialized mobile health (“mHealth”) apps, and others. The counseling services will be providing tele-mental health services using the program VPCare360 ([www.vptherapy360.net](http://www.vptherapy360.net)). You will need access to Internet services and a computer with a camera or a smart phone to use the below-listed tools in order to engage in tele-mental health work with your provider. If using the computer, you need to use Chrome or Firefox platforms.

### **Basic Overview**

- ❖ You will need access to certain technological services and tools to engage in tele-mental health-based services with the counseling services
- ❖ Tele-mental health has both benefits and risks, which we will be monitoring as we proceed with your work. It is possible that receiving services by tele-mental health will turn out to be inappropriate for you, and that you and the counselor may have to cease online therapy
- ❖ You can stop work by tele-mental health at any time without prejudice
- ❖ You will need to participate in creating an appropriate space for your tele-mental health sessions
- ❖ You will need to participate in creating a plan to manage technology failures, mental health crises, and medical emergencies
- ❖ The counseling services follows security best practices and legal standards in order to protect your health care information, but you will also need to participate in maintaining your own security and privacy

### **Assessing Tele-Mental Health’s Fit for You**

Although tele-mental health is well validated by research, service delivery in this manner is not a good fit for every person. Please talk to us if you find the tele-mental health media so difficult to use that it distracts from the services being provided, or if the medium causes trouble focusing on your services.

### **Your Tele-Mental Health Environment**

You will be responsible for creating a safe and confidential space during sessions. You should use a space that is free of other people. It should also be difficult or impossible for people outside the space to see or hear your interactions with your provider during the session. If you are unsure of how to do this, please ask for assistance.



### **Our Communication Plan**

At our first session, we will develop a plan for backup communications in case of technology failures and a plan for responding to emergencies and mental health crises. In addition to those plans, your provider has the following policies regarding communications: The best way to contact the counseling services between sessions is to text to your provider. Response time might be slow on weekends or holidays.

### **Your Security and Privacy**

Except where otherwise noted, the counselor employs software and hardware tools that adhere to security best practices and applicable legal standards for the purposes of protecting your privacy and ensuring that records of your health care services are not lost or damaged. The VPCare360 platform is working in tandem with Therapy Appointment, which are both HIPAA compliant.

As with all things in tele-mental health, however, you also have a role to play in maintaining your security. Please use reasonable security protocols to protect the privacy of your own health care information. For example: when communicating with your provider, use devices and service accounts that are protected by unique passwords that only you know.

### **Recordings**

Please do not record video or audio sessions without consent from your provider. Making recordings can quickly and easily compromise your privacy, so should be done with great care.

I have read and reviewed these policies and agree to begin tele-mental health services.

Client \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

Guardian \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

Provider \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_