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### Telemental Health Services Informed Consent

**Definition:** Telemental health (TMH) means, in short, provision of mental health services with the provider and recipient of services being in separate locations, and the services being delivered over electronic media.

**Method:** Services delivered via telemental health rely on a number of electronic, often Internet-based, technology tools. These tools can include videoconferencing software, email, text messaging, virtual environments, specialized mobile health (“mHealth”) apps, and others.

#### **Benefits and Risks:**

There are benefits to TMH.

- *Receive services at times or in places where the service may not otherwise be available.*
  
- *Receive services in a fashion that may be more convenient and less prone to delays than in-person meetings.*
  
- *Receive services when you are unable to travel to the service provider’s office.*  
*There are also risks to TMH:*
  - *TMH services can be impacted by technical failure.*
  - *TMH may introduce risks to your privacy.*
  - *TMH may reduce your service provider’s ability to directly intervene in crises or emergencies.*

*You and your provider will assess these potential benefits and risks.*

**TMH 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 your provider 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.*

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In addition to those plans, your provider has the following policies regarding communications:

The best way to contact your provider between sessions is to call **650-533-8221**. Your provider will respond to your messages within 24 business hours. Your provider may also respond sooner than stated in this policy. That does not mean they will always respond that quickly.

Our work is done primarily during our appointed sessions. Please note that all messages you exchange with your provider, e.g. emails and text messages, will become a part of your health record.

Your provider may coordinate care with one or more of your other providers. Your provider will use reasonable care to ensure that those communications are secure and that they safeguard your privacy.

**Our Safety and Emergency Plan:**

- As a recipient of TMH services, you will need to participate in ensuring your safety during mental health crises, medical emergencies, and sessions that you have with your provider.
- Your provider will require you to designate an emergency contact. You will need to provide permission for your provider to communicate with this person about

your care during emergencies.

- Your provider will also develop with you a plan for what to do during mental health crises and emergencies, and a plan for how to keep your space safe during sessions. It is important that you engage with your provider in the creation of these plans and that you follow them when you need to.

**Your Security and Privacy:**

Except where otherwise noted, your provider 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.

**Recordings:**

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

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Signature

Date