



Integrated Student Health Center

(Mark One) I am enrolled at the:

Klamath Falls Campus

Portland Metro Campus

## Telehealth Informed Consent (Telephone)

**Benefits and Risks of Telehealth:** Telehealth refers to providing psychotherapy services remotely using telecommunications technologies, such as video conferencing or telephone. One of the benefits of telehealth is that the client and clinician can engage in services without being in the same physical location. This can be helpful in ensuring continuity of care. Telehealth, however, requires technical awareness on both parties to be helpful. Although there are benefits of telehealth, there are some differences between in-person psychotherapy and telehealth, as well as some risks. For example:

- **Risks to confidentiality:** Since telehealth sessions take place outside of the therapist’s private office, there is potential for other people to overhear sessions if you are not in a private place during the session. It is important for you to make sure you find a private place for our session where you will not be interrupted. It is also important for you to protect the privacy of our session on your cell phone or other device; telephone lines are not completely secure. You should participate in therapy only while in a room or area where other people are not present and cannot overhear the conversation. The extent of and exceptions to confidentiality that are outlined in the ISHC Informed Consent still apply in telehealth. Please speak with your provider about questions regarding confidentiality.
- **Efficacy:** Most research shows that telehealth is about as effective as in-person psychotherapy. However, there is a risk of misunderstanding one another when communication lacks visual or auditory cues.

**Safeguards:** ISHC works to reduce these risks by implementing these policies and procedures:

- Your counselor will conduct your session in a private location where they cannot be overheard
- Your counselor will take steps to mask their telephone number, to respect their privacy
- You may only engage in sessions when you are physically in Oregon. This will be confirmed each session.
- You will not record any sessions, nor will ISHC record your sessions without your written consent.
- If you are disconnected, your counselor will call you back. If you do not receive a call back within two (2) minutes, then call ISHC at (541) 885-1800.

**No Show Fees:** ISHC employs standard No Show Fees in the event that a client does not participate in a scheduled appointment, because this takes up time that another client could have been seen. These fees range from \$25 (counseling) to \$295 (psychiatry intake). If you are unable to keep your appointment, please cancel within 24 hours of your scheduled time by calling 541-885-1800 or doing so in the secure health portal.

### Emergencies

Assessing and evaluating threats and other emergencies can be more difficult when conducting telehealth than in traditional in-person therapy. Should your counselor believe that you are in crisis, they will take steps to establish support for you in your location. By providing the contact information below, you are authorizing ISHC to contact this person in the event of a crisis. If you are in need of immediate and urgent assistance go to your nearest emergency room; you can also call the suicide hotline at 800-273-8255 or text HOME to 741741.

Emergency Contact Name: \_\_\_\_\_ Relationship to You: \_\_\_\_\_

Cell Phone Number: \_\_\_\_\_ Other Phone Number: \_\_\_\_\_

I have read and understood this information. I hereby give informed consent to use telehealth in my mental health care.

\_\_\_\_\_  
Signature of Client

\_\_\_\_\_  
Date