



Cognitive Health Solutions, LLC

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INFORMED CONSENT FOR VIRTUAL TELEHEALTH

This Informed Consent for Telehealth contains important information focusing on executing psychotherapy and psychological testing using virtual sessions (internet) or the phone. Please read this carefully, and let our office know if you have any questions. When you sign this document, it will represent an agreement between you and Cognitive Health *Solutions*, LLC.

Benefits and Risks of Telehealth

Telehealth refers to providing psychotherapy and psychological testing services remotely using technologies, such as video conferencing or telephone. One of the benefits of Telehealth is that the patient and clinician can engage in services without being in the same physical location. This can be helpful in ensuring continuity of care if the patient or clinician is unable to continue to meet in person. It is also more convenient and takes less time. Telehealth, however, requires technical competence on both our parts to be helpful. Although there are benefits of Telehealth, there are some differences between in-person psychological services and those provided via Telehealth, as well as some risks. For example:

- Risks to confidentiality. Because 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. On our end, we will take reasonable steps to ensure your privacy. But 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. You should participate in therapy or evaluation services only while in a room or area where other people are not present and cannot overhear the conversation. You may not involve anyone else in the session without prior approval (e.g. spouse, children).
- Issues related to technology. There are many ways that technology issues might impact Telehealth. For example, technology may stop working during a session or the clarity of the connection may be poor.
- Crisis management and intervention. Usually, our office does not engage in Telehealth with patients who are currently in a crisis situation requiring high levels of support and intervention. Before engaging in Telehealth, we will develop an emergency response plan to address potential crisis situations that may arise during the course of our Telehealth work.
- Efficacy. Most research shows that Telehealth is about as effective as in-person psychotherapy. However, some therapists believe that something is lost by not being in the same room. For example, there is debate about a therapist's ability to fully understand non-verbal information when working remotely. This might prompt more direct questions for clarification than in face-to-face sessions.

Electronic Communications

Our practice uses a personalized clinic platform developed by Doxy.Me for telehealth. Any device with both audio and camera abilities can be used (e.g. cell phone, laptop, tablet). You are solely responsible for any cost to you to obtain any necessary equipment, accessories to take part in Telehealth.

For communication between sessions, Cognitive Health *Solutions*, LLC uses email and telephone communication with your permission and only for administrative purposes unless we have made another agreement. This means that email exchanges and phone calls with the office should be limited to administrative matters. This includes things like setting and changing appointments, billing matters, and other related issues. You should be aware that Cognitive Health *Solutions*, LLC cannot guarantee the confidentiality of any information communicated by email. Therefore, we will not discuss any clinical information by email and prefer that you do not either. Email **should not** be a method used if there is an emergency.

Treatment is most effective when clinical discussions occur at your regularly scheduled sessions. But if an urgent issue arises, you should feel free to attempt to reach our office by phone. The call will be returned within 24 hours except on weekends and holidays. If you are unable to reach me and feel that you cannot wait for me to return your call, please leave a message on our emergency line at the office for the clinician on call. When calling the emergency line, you will likely not speak with your typical provider.

Confidentiality

Cognitive Health Solutions, LLC has a legal and ethical responsibility to make our best effort to protect all communications that are a part of our Telehealth. However, the nature of electronic communications technologies is such that I cannot guarantee that our communications will be kept confidential or that other people may not gain access to our communications. Doxy.me and our offices use updated encryption methods, firewalls, and back-up systems to help keep your information private, but there is a risk that our electronic communications may be compromised, unsecured, or accessed by others. You should also take reasonable steps to ensure the security of our communications (for example, only using secure networks for Telehealth sessions and having passwords to protect the device you use for Telehealth).

The extent of confidentiality and the exceptions to confidentiality outlined in our Office Policy and HIPAA Consent still apply in Telehealth. Please let us know if you have any questions about exceptions to confidentiality.

Appropriateness of Telehealth

From time to time, we may schedule in-person sessions to “check-in” with one another. Your clinician will let you know if they decide that Telehealth is no longer the most appropriate form of treatment for you. We will discuss options of engaging in in-person counseling or referrals to another professional in your location who can provide appropriate services.

