

Susan Myket, Ph.D. & Associates

Licensed Clinical Psychologists
Using Research-Supported Therapies to Enrich Families

INFORMED CONSENT FOR TELEPSYCHOLOGY

This Informed Consent for Telepsychology contains important information focusing on doing psychotherapy using the phone or the Internet. Please read this carefully, and let me know if you have any questions. When you sign this document, it will represent an agreement between you and Susan Myket, PhD & Associates.

Benefits and Risks of Telepsychology

Telepsychology refers to providing psychotherapy services remotely using telecommunications technologies, such as video conferencing or telephone. One of the benefits of telepsychology 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 if the client or clinician is unable to continue to meet in person. Telepsychology, however, requires technical competence on both our parts to be helpful. Although there are benefits of telepsychology, there are some differences between in-person psychotherapy and telepsychology, as well as some risks. For example:

- Risks to confidentiality. Because telepsychology 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 my end I 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 only while in a room or area where other people are not present and cannot overhear the conversation.
- Issues related to technology. There are many ways that technology issues might impact telepsychology. For example, technology may stop working during a session, other people might be able to get access to our private conversation, or stored data could be accessed by unauthorized people or companies.
- Crisis management and intervention. Usually, clinicians will not engage in telepsychology with clients who are currently in a crisis situation requiring high levels of support and intervention. Before engaging in telepsychology, we will develop an emergency response plan to address potential crisis situations that may arise during the course of our telepsychology work.
- Efficacy. Most research shows that telepsychology 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.

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Electronic Communications

Telepsychology services will be conducted via myketassociates.doxy.me. You may have to have certain computer or cell phone systems to use telepsychology services. You are solely responsible for any cost to you to obtain any necessary equipment, accessories, or software to take part in telepsychology.

To initiate our telepsychology sessions I will be texting or emailing you; this method of communication is for the initiation of telepsychology services only. For communication between telepsychology sessions, I only use my office phone number. If you are unable to reach me and feel that you cannot wait for me to return your call, contact your family physician or the nearest emergency room and ask for the psychologist or psychiatrist on call. If I will be unavailable for an extended time, I will provide you with the name of a colleague to contact in my absence if necessary. If you need to reach the office for any reason in this situation please call 630-355-9002 ext. 1.

Confidentiality

I have a legal and ethical responsibility to make my best efforts to protect all communications that are a part of our telepsychology. However, the nature of electronic communication 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. I will make every effort to 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 telepsychology sessions and having passwords to protect the device you use for telepsychology).

The extent of confidentiality and the exceptions to confidentiality that is outlined in the Client Intake form still apply in telepsychology. Please let me know if you have any questions about exceptions to confidentiality.

Appropriateness of Telepsychology

I will let you know if I decide that telepsychology 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.

Emergencies and Technology

Assessing and evaluating threats and other emergencies can be more difficult when conducting telepsychology than in traditional in-person therapy. To address some of these difficulties, we will create an emergency plan before engaging in telepsychology services. I will ask you to identify an emergency contact person who is near your location and who I will contact in the event of a crisis or emergency to assist in addressing the situation. I will ask that you sign an authorization consent listed at the bottom of this document (for patients aged 12 and older) allowing me to contact your emergency contact person as needed during such a crisis or emergency.

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If the session is interrupted and you are not having an emergency, disconnect from the session and I will wait two (2) minutes and then re-contact you via myketassociates.doxy.me. If you do not receive a call back within two (2) minutes, then call me on the phone number I provided you.

If the session is interrupted for any reason, such as the technological connection fails, and you are having an emergency, do not call me back; instead, call 911, or go to your nearest emergency room. **Call me back after you have called or obtained emergency services.**

If there is a technological failure and we are unable to resume the connection, you will be charged for the amount of actual session time.

Fees

The same fee rates will apply for telepsychology as apply for in-person psychotherapy. However, insurance or other managed care providers may not cover sessions that are conducted via telecommunication. If your insurance does not cover electronic psychotherapy sessions, you will be solely responsible for the entire fee of the session. Please contact your insurance company prior to our engaging in telepsychology sessions in order to determine whether these sessions will be covered. I understand the credit card I provide may be charged by the practice's billing company, Netsource Billing.

Records

The telepsychology sessions shall not be recorded in any way: you are not permitted to record our sessions in any way. I will maintain non-video documentation of our session in the same way I maintain records of in-person sessions.

TELEPSYCHOLOGICAL SERVICES IN SUMMARY:

Prior to starting video-conferencing services, we discussed and agreed to the following:

- There are potential benefits and risks of video-conferencing (e.g. limits to patient confidentiality) that differ from in-person sessions.
- Confidentiality still applies for telepsychology services, and recording in any way is not permitted.
- The client agrees to use the video-conferencing platform (myketassociates.doxy.me) for our virtual sessions, and the clinician will explain how to use it.
- The client needs to use a webcam or smartphone during the session.
- It is important to be in a quiet, private space that is free of distractions (including cell phone or other devices, family and friends if possible) during the session.
- It is important to use a secure internet connection rather than public/free Wi-Fi.
- It is important to be on time. If you need to cancel or change your tele-appointment, you must notify the clinician 24 hours in advance by phone.
- The client and clinician need to determine an alternate contact method in case of technical difficulties.

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- A safety plan must be determined that includes at least one emergency contact and the closest ER to your location, in the event of a crisis situation.
- If you are not an adult, permission of your parent or legal guardian (and their contact information) must be given for you to participate in telepsychology sessions.
- It is solely the responsibility of the client to confirm with your insurance company that the video sessions will be reimbursed; if they are not reimbursed, you agree that you are responsible for full payment.
- As your clinician, I may determine that due to certain circumstances, telepsychology is no longer appropriate and that we should resume our sessions in-person or refer you to another clinician.

Informed Consent

This agreement is intended as a supplement to the general informed consent that we agreed to at the onset of our clinical work together and does not amend any of the terms of that agreement. Your signature below indicates agreement with its terms and conditions.

Client Name: _____

Signature of Client (age 12 and older)

Date

Signature of Parent/Guardian if applicable

Date

Mobile Number for Telepsychology

Email for Telepsychology

Emergency Contact Name:

Relationship to Emergency Contact:

Emergency Contact Phone Number:
