

Aquiline Counseling PLLC

Sandy Tudor, MA, LMHC

11023 36th Ave SW

West Seattle, WA 98146

206-914-0426

www.sandytudor.com

sandyetudor@aquilinecounseling.com

**Telehealth Informed Consent****Overview**

The overview is a short bullet pointed list. Each bullet point is described in greater detail further into the document.

- You will need access to certain technological services and tools to engage in telehealth based services with me
- Telehealth has both benefits and risks, which you and your provider will be monitoring as you proceed with your work
- It is possible that receiving services by telehealth will turn out to be inappropriate for you, and that we may have to cease work by this medium
- You can stop work by telehealth at any time without prejudice
- You will need to participate in creating an appropriate space for your telehealth sessions
- You will need to participate in making a plan for managing technology failures, mental health crises, and medical emergencies
- I follow 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

What is telehealth?

Telehealth means, in short, provision of mental health services between you and I being delivered over electronic media. In my practice telehealth relies primarily on electronic, often Internet-based technology tools, such as videoconferencing software, email, and texting.

I use several different options for telehealth services. Prior to your appointments you will be provided with a link to access the service for your appointment.

- You will need access to Internet service to participate in telehealth sessions
- You will need tools such as a computer, smart phone, or tablet

- It can also be helpful to have a set of headphones with or without a microphone (this is not required)
- If you have any questions or concerns, please direct them to me. We can discuss risks, benefits and specific application to your treatment. If you do have questions, please read on, they may be answered below.

Benefits and Risks of Telehealth

Receiving services via telehealth allows you to:

- Receive services at times or in places where the service may not otherwise be available
- Receive services when you are unable to travel to my office

Receiving services via telehealth has some risks. Telehealth services can be impacted by technical failures, may introduce risks to your privacy, and may reduce my ability to directly intervene in a crisis or emergency. Here is a non-exhaustive list of examples:

- Internet connections and cloud services could cease working or become too unstable to use
- Cloud-based service personal, IT assistants, and malicious actors (hackers) may have the ability to access your private information that is transmitted or stored in the process of telehealth-based delivery. See the Security and Privacy section for all I do to protect your privacy
- Computer or smartphone hardware can have sudden failures or run out of power, or local power services can go out

Interruptions may disrupt counseling sessions at important moments, and I may be unable to reach you quickly or using the most effective tools. I am also not able to help you in person.

There may be additional benefits and risks to telehealth services that arise from the lack of in-person contact or presence, the distance between us, and the technological tools used to deliver services. We will assess these potential benefits and risks collaboratively as we go forward.

Assessing Telehealth's Fit For You

Although telehealth is well validated as an effective medium for mental health counseling, service delivery via telehealth is not a good fit for every person. I will continuously assess if working via telehealth is appropriate for you. If it is not appropriate, we will change to in-person counseling sessions if possible, or I will attempt to help you find in-person providers in your area with whom to continue services.

Please talk to me if you find the telehealth media so difficult to use that it distracts from the services being provided, if the medium causes trouble focusing on your services, or if there are any other reasons why the telehealth medium seems to be causing problems in receiving services. Raising your questions or concerns will not, by itself, result in termination of services. Bringing your concerns to me is often a part of the process. You also have a right to stop receiving services by telehealth at any time without prejudice.

It is important to note that my primary therapeutic modality is EMDR (Eye Movement Desensitization and Reprocessing). While it is possible to do effective EMDR therapy using telehealth, there are situations in which I may determine it is contraindicated. If in-person EMDR sessions are possible, I will nearly always default to that method of delivery for EMDR therapy. I reserve the right, using my clinical judgment, to decline or discontinue EMDR therapy using telehealth.

Your Telehealth 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 telehealth 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. Generally, the plan will be that if the telehealth platform we are using fails or we have an unstable Internet connection, etc., ***I will call, text or email you*** as soon as possible during the session. Below are the ways to contact me:

- Phone and text: 206-914-0426
- Email: sandytudor@aquilinecounseling.hush.com or sandyetudor@aquilinecounseling.com

I am in the Pacific Time Zone. Please note the time difference from your own time zone.

Please note that all or most textual messages you exchange with me, e.g. emails and text messages, will become a part of your health record.

If you are doing telehealth counseling with me outside the King, Pierce, or Snohomish County, WA areas, I may coordinate care with one or more of your other providers e.g. general practitioner. I 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 telehealth-based services, you will need to participate in ensuring your safety during mental health crises, medical emergencies, and sessions that you have with me.

If you are doing telehealth counseling with me outside the King, Pierce, or Snohomish County, WA areas, I will require you to designate an emergency contact. You will need to provide me with permission to communicate with this person about your care during an emergency.

I 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 me in the creation of these plans and that you follow them when you need to.

Your Security and Privacy

Except where otherwise noted, I employ software and hardware tools that adhere to security best practices, applicable legal standards (HIPAA) and adherence to my profession's code of ethics for the purposes of protecting your privacy and ensuring that records of your healthcare services are not lost, damaged or left electronically or physically unsecured or vulnerable to being compromised. My standard informed consent has more details on specific ways I work to maintain your privacy.

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 me, use devices and service accounts that are protected by unique passwords that only you know. Also, use the secure tools that I have supplied for communications.

Recordings

Please do not record video or audio sessions without my consent. Making recordings can quickly and easily compromise your privacy. I will not record our telehealth sessions.

Agreement and Consent

The information in this document is in accordance with ethical requirements of Washington State for Licensed Mental Health Counselors. When you sign this document, it will represent an agreement between us and your consent to telehealth therapy.

I consider it an honor to be part of your journey toward a fulfilling life.

Sandy Tudor

Please sign to indicate that you have read and understood this document and agree to its terms. Please keep a copy for your reference. *Your signature indicates that you have read and understood the information contain herein.*

Print name

Signature

Date

