

## **JFS Telehealth Services & Consent (eff. May 2020)**

Thank you for choosing telehealth mental health counseling services with Raleigh-Cary Jewish Family Services (JFS). The information below is designed to help you prepare for your first telehealth visit with us.

### **Getting ready for your appointment:**

- First, you will need a device or a computer that has both audio and video. Use a smartphone, computer, or tablet with a webcam and a good internet connection. The videoconferencing app typically works better on smartphones or tablets.
- If possible, using headphones with a microphone will make the audio clearer for both of us.
- We strongly suggest that you only communicate through a computer or device that you know is safe (e.g., has a firewall, anti-virus software installed, is password protected, and is not accessing the internet through a public wireless network.)
- If this is your first telehealth appointment, we will schedule a time prior to your appointment to test your system to make sure that the audio and video are ready to go.

### **Starting your session:**

- A few minutes before your appointment time, set up in a private space with good light. Facing a window is fine, but sitting with a window behind you can result in backlighting that makes it difficult to see each other. Don't forget to ensure your comfort. Make yourself warm and cozy and safe, whether that means firing up the aromatherapy, pouring a warm cup of tea, wrapping yourself in your favorite blanket, or making sure your pet is on your lap.
- Please plug in or ensure that your computer or phone is fully charged as videoconferencing takes extra battery power.
- If using a computer, restart it just before your appointment time to ensure the platform works correctly. Once you restart, do not open other apps that use video such as FaceTime, Skype or Gchat or you may have to restart again.
- To avoid interruptions and support focusing on your session, you can choose to turn off notifications on your device.
- We are using an encrypted HIPPA-compliant videoconferencing app. A few minutes before your appointment time, click on the link to the appointment share by your provider.
- When asked for camera and microphone access click on the Allow button.
- If you are having issues with your camera or microphone, please restart your browser. If that does not resolve the issue, please restart your computer.
- Once you have signed in, your provider will connect to the session when your appointment time begins.
- Occasionally schedules fall behind and a provider is unable to join the room right on schedule, so we appreciate your patience. However, if your provider hasn't joined the call within 10 minutes of your scheduled appointment time, please call our office at 919-676-2200. In addition, please don't hesitate to call us if you are experiencing any technical difficulties.

**JFS Telehealth Consent**

1. I agree therapy and/or case management services with Raleigh-Cary Jewish Family Services via telehealth.
2. I have had the pros and cons of telehealth counseling explained to me and I understand them.
3. I am choosing to participate in the telehealth process and I understand that I can discontinue this process at any time.
4. I understand that the process takes place over a confidential transmission link and that nothing I say will be recorded.
5. I understand that telehealth counseling is different from face-to-face counseling in the following ways:
  - a. I will not be in the same physical location as my therapist.
  - b. Poor electronic connectivity may impact the information gathered by my therapist.
  - c. Security may fail or the connection may fail, interrupting the session.
  - d. If my therapist thinks it necessary, my therapist may discontinue the session if it is felt that the connection is not adequate for the situation or if it is felt that in-person sessions are required or if I need to be referred to another resource.
6. I understand that the advantages of telehealth counseling include:
  - a. Convenience for me
  - b. Ability to see my therapist more quickly
  - c. Potential for increased physical comfort and less stress.
7. I understand that my telehealth sessions will be billed at the same rate as in-person sessions.
8. I understand that it is my responsibility to set up the connection with my own video/internet resources.
9. I understand that it is my responsibility to be sure that I am in a private place where I cannot be overheard and where my session will not be interrupted.

Client/Guardian Signature: \_\_\_\_\_

Date: \_\_\_\_\_

If done by email, please reply to your email with your consent: " I, \_\_\_\_\_, agree therapy and/or case management services with Raleigh-Cary Jewish Family Services via telehealth. "