



Telebehavioral Health Consent to Treat

- ❖ You will need access to the certain technological services and tools to engage in telebehavioral health-based services with your provider
- ❖ Telebehavioral health 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 telebehavioral health will turn out to be inappropriate for you, and that you and your provider may have to cease work by telebehavioral health
 - ❖ You can stop work by telebehavioral health at any time without prejudice
 - ❖ You will need to participate in creating an appropriate space for your telebehavioral health sessions
- ❖ You will need to participate in making a plan for managing technology failures, mental health crises, and medical emergencies
- ❖ Your provider follows 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 Telebehavioral Health?

“Telebehavioral health” means, in short, services delivered via telebehavioral health rely on a number of electronic, often Internet-based, technology tools. These tools can include video conferencing software, email, text messaging, virtual environments, specialized mobile health (“mHealth”) apps, and others.

Your provider provides telebehavioral health services using telebehavioral health compliant and HIPAA compliant platform.

- You will need access to Internet service and technological tools needed to use the above-listed tools in order to engage in telebehavioral health work with your provider.
 - If you have any questions or concerns about the above tools, please address them directly to your provider so you can discuss their risks, benefits, and specific application to your treatment.



Benefits and Risks of Telebehavioral Health:

Receiving services via telebehavioral health allows you to receive services at times or in places where the service may not otherwise be available. Receive services in a fashion that may be more convenient and less prone to delays than in-person meetings. Receive services when you are unable to travel to the service provider's office. The unique characteristics of telebehavioral health media may also help some people make improved progress on health goals that may not have been otherwise achievable without telebehavioral health.

Receiving services via telebehavioral health has the following risks indicated below. telebehavioral health services can be impacted by technical failures, may introduce risks to your privacy, and may reduce your service provider's ability to directly intervene in crises or emergencies. 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 personnel, IT assistants, and malicious actors ("hackers") may have the ability to access your private information that is transmitted or stored in the process of telebehavioral health-based service delivery. Computer or smartphone hardware can have sudden failures or run out of power, or local power services can go out. Interruptions may disrupt services at important moments, and your provider may be unable to reach you quickly or using the most effective tools. Your provider may also be unable to help you in-person. There may be additional benefits and risks to telebehavioral health services that arise from the lack of in-person contact or presence, the distance between you and your provider at the time of service, and the technological tools used to deliver services. Your provider will assess these potential benefits and risks, sometimes in collaboration with you, as your relationship progresses.

Assessing Telebehavioral Health's Fit For You:

Although it is well validated by research, service delivery via telebehavioral health is not a good fit for every person. Your provider will continuously assess if working via telebehavioral health is appropriate for your case. If it is not appropriate, your provider will help you find in-person providers with whom to continue services. Please talk to your provider if you find the telebehavioral health 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 telebehavioral health 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 your provider is often a part of the process. You also have a right to stop receiving services by telebehavioral health at any time without prejudice. If your provider also provides services

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in-person and you are reasonably able to access the provider's in-person services, you will not be prevented from accessing those services if you choose to stop using telebehavioral health.

Your Telebehavioral Health 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 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. In addition to those plans, your provider has the following policies regarding communications:

- The best way to contact your provider between sessions is by calling the office at 603.714.9646 or emailing medical@psychiatricwellnesscenter.org or admin@psychiatricwellnesscenter.org
- Your provider will respond to your messages within 2-3 business days. Please note that your provider may not respond at all on weekends or holidays. Your provider may also respond sooner than stated in this policy. That does not mean they will always respond that quickly. Your provider does not offer crisis or emergency services. Your provider only offers appropriate outpatient level of care as explained by your insurance company.
- Our work is done primarily during our appointed sessions, which will generally occur during business hours of 8-7pm depending on your provider's schedule and availability. Contact between sessions should be limited to: confirming or changing appointments, billing questions and questions regarding medication which may be deferred to your appointment. No refills are given between sessions.

Communications:

Please note that all textual messages you exchange with your provider, e.g. emails and text messages, will become a part of your health record. Your provider may coordinate care with one or more of your other providers. Your provider will use reasonable care to ensure that those communications are secure and that they safeguard your privacy.

Recordings: Please do not record video or audio sessions or take pictures of the session without your provider's consent. Making recordings can quickly and easily compromise your privacy, and should be done so with great care. Your provider will not record video or audio sessions.



Our Safety and Emergency Plan:

As a recipient of telebehavioral health-based services, you will need to participate in ensuring your safety during mental health crises, medical emergencies, and sessions that you have with your provider. Your provider will require you to designate an emergency contact. You will need to provide permission for your provider to communicate with this person about your care during emergencies. Your provider 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 your provider in the creation of these plans and that you follow them when you need to.

Your Security and Privacy Except where otherwise noted:

Your provider employs software and hardware tools that adhere to security best practices and applicable legal standards for the purposes of protecting your privacy and ensuring that records of your health care services are not lost or damaged. As with all things in telebehavioral health, however, 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 your provider, use devices and service accounts that are protected by unique passwords that only you know. Also, use the secure tools that your provider has supplied for communications.

Emergency Contact Name: _____ Emergency Contact Phone Number: _____

Location of patient during sessions:
Street address _____ City _____
State _____ Zip Code _____

I (your name printed) _____ consent to having Psychiatric Wellness Center contact my emergency contact. I have read and agree to all of the above terms and conditions within the **Psychiatric Wellness Center Telebehavioral Health Consent to Treat.**

Patient Signature

Date

Legal Guardian/Parent Signature

Date

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