



## **Telemental Health**

“Telemental health” means, in short ‘provision of mental health with the provider and recipient of services being in separate locations, and the services being delivered over electronic media.”

Services delivered via telemental health rely on a number of electronic, often Internet-based, technology tools. These tools can include videoconferencing software, email, text messaging, virtual environments, specialized mobile health apps, and others. Kay Studevant usually provide telemental health services using the following tools: [doxy.me.com](https://doxy.me.com) or [zoom.us](https://zoom.us).

You will need access to Internet service and a computer or other device to use the above-listed tools in order to engage in telemental health work.

If you have any questions or concerns about the above tools, please ask Kay about it so you can discuss their risks and benefits and specific application to your treatment.

## **Benefits of Telemental Health**

Receiving services via telemental health allows you to:

Receive services at time 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 telemental health media may also help some people make improved progress on health goals that may not have been otherwise achievable without telemental health.

## **Possible Risks and Consequences**

Telemental health services risks include, but may not be limited to:

Communication with your provider 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.

If audio/visual equipment should be interrupted, the session may continue by telephone, with the patient’s consent.

There may be additional benefits and risks to telemental 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 Telemental Health’s Fit For You**

While it is very helpful for many people, service delivery via telemental health is not a good fit for every person. Your provider will continuously assess if working via telemental 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 telemental 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 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 part of the process.

You also have a right to stop receiving services by telemental health at any time. At this time, Kay is not offering in-person services, but will attempt to help you find in-person services that may be available.

### **Your Telemental Health Environment**

You will be responsible for creating a safe and confidential space during sessions. You should use a private space that is free of other people. It should also be difficult or impossible for others to see or hear your interactions with your provider.

### **Safety and Emergency Plan**

As a recipient of telemental 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. You are required to provide Kay Studevant with an emergency contact. You need to provide permission for Kay to communicate with this person about your care if there were a crisis. In case of emergency, please call 911.

### **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 telemental health, however, you also have a role to play in maintaining your security. Please use reasonable security protocols to protect your privacy regarding your health care information.

### **Recordings**

I agree to not record video or audio sessions without Kay Studevant's written consent. Making recordings can quickly and easily compromise your privacy. Kay will not video or audio record your sessions. This is a decision based on needs for privacy and respect for both you and Kay.

I agree to participate in Telemental Health with Kay Studevant, LMHC and to enforce the agreements and descriptions in this disclosure.

My emergency safety contact is \_\_\_\_\_

I give Kay Studevant, LMHC permission to contact that person if Kay feels I may be in danger.

Signature:

Date: