



## Consent to Telehealth Services

Anchorpoint Counseling Ministry (ACM) strongly encourages in-person sessions when possible. However, ACM providers are able to accommodate clients who would prefer to use telehealth services. Telehealth services consist of either a video or phone call, and all ACM providers use secure platforms to conduct those telehealth services in accordance with requirements of the Health Insurance Portability and Accountability Act (HIPAA). All ACM providers are professionally trained to properly conduct sessions via any telehealth platform before they begin practicing at ACM.

### Things to Know About Telehealth:

1. Confidentiality absolutely still applies. All policies surrounding the consent and confidentiality of in-person sessions also apply to telehealth sessions.
2. Most insurance companies will reimburse for telehealth sessions at the same rate as in-person sessions. However, the administration team is happy to help any client determine what their cost for telehealth sessions may be.
3. A provider may determine that in-person sessions are more beneficial to a client's treatment plan and may suggest a switch to in-person sessions if the client is able.
4. It is important that the **client be in a quiet, private space that is free of distraction, noise, or other people.** This helps to maintain client confidentiality and provide an effective session.
5. It is important to be on time for a telehealth session. Entering any counseling session late affects the efficacy of the session.
6. Clients will need a webcam or smartphone with a camera for video call telehealth sessions. A secure internet connection is strongly recommended over using a public/shared wifi. This is to protect client confidentiality and the integrity of the session.
7. If technical difficulties arise in session, the provider will work with the client to have the issue resolved. The session may need to be completed with a telephone call if technical issues with a video call are unable to be resolved quickly.
8. Every client must talk with their provider about a safety/emergency plan if sessions will be conducted using any telehealth platform. The client will need to inform their provider of at least one emergency contact person and their contact information in the event of an emergency.

By signing this form, I understand that ACM uses HIPAA-compliant platforms to conduct all telehealth sessions. I consent to ACM utilizing those platforms to conduct any or all of my sessions that may need to be conducted via telehealth. I consent to the above regulations set forth by ACM so that I may be able to participate in telehealth services.

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*Client Signature (Parent or Guardian if client is younger than 14 years old)*

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*Date*