



Park Ridge Behavioral Healthcare, LLC
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Telehealth Informed Consent

Prior to starting video-conferencing services, we discussed and agreed to the following:

- There are potential benefits and risks of telehealth (e.g. limits to patient confidentiality) that differ from in-person sessions.
- Confidentiality still applies for telepsychology services, and nobody will record the session without the permission from the others person(s).
- We agree to use the video-conferencing platform selected for our virtual sessions, and your provider will explain how to use it.
- You need to use a webcam or smartphone during the session.
- It is important to be in a quiet, private space that is free of distractions (including cell phone or other devices) during the session.
- It is important to use a secure internet connection rather than public/free Wi-Fi. While all reasonable attempts will be made to protect privacy, your provider cannot guarantee security. Specifically, we do not guarantee the security of the network.
- It is important to be on time. If you need to cancel or change your appointment, you must notify the psychologist in advance by phone or email.
- We need a back-up plan (e.g., phone number where you can be reached) to restart the session or to reschedule it, in the event of technical problems.
- We need a safety plan that includes at least one emergency contact and the closest ER to your location, in the event of a crisis situation.
- If you are not an adult, we need the permission of your parent or legal guardian (and their contact information) for you to participate in telehealth sessions.
- You should confirm with your insurance company that the video sessions will be reimbursed; if they are not reimbursed, you are responsible for full payment. You are expected to make payment at time of service. In addition to insurance information, you agree to have some form of payment on file such as a credit card agreement to ensure that payment is received the day that the service is provided.
- Our cancellation policy for a telehealth service session is the same as the cancellation policy at our physical locations. You will not be charged in the event that you notify your provider at least 24 hours before the service is scheduled to occur. If your provider is not notified at least 24-hours in advance, you may be charged for the session.
- As your provider, I may determine that due to certain circumstances, telepsychology is no longer appropriate and that we should resume our sessions in-person.

Email

Telephone

Provider's Signature:

Date

Patient Printed Name

Date

Patient or Legal Guardian Signature

Date