



### Informed Consent Addendum For Phone or Video Chat Sessions

From time to time, circumstances may arise that impede the usual practice of in-person face-to-face psychological services. Situations may necessitate the use of Phone or Video Chat sessions to support consistent, uninterrupted care. Clients and clinicians may discuss the option of utilizing telehealth technology to conduct sessions based on the unique circumstances of each client-clinician relationship. SPS reserves the right to make final decisions on whether telehealth sessions are appropriate for any given set of circumstances.

Please note the following key issues regarding phone or video chat sessions:

- You may have a phone or video chat sessions when you are in Illinois, Georgia, Arizona, Utah, Nevada, Colorado, Nebraska or Missouri. Generally state laws require that the psychologist be licensed in both states: the state where the psychologist is and the state where the client is, but legislative efforts are underway to allow practice between states, and the above states have passed this legislation.
- You assent to the use of HIPAA compliant technology as a conduit for information in sessions. No method of communication is completely confidential. However, standard for phone and video chat services is end-to-end encryption and to save only the metadata (who was called and how long the call lasted).
  - o SPS utilizes Enterprise Skype to initiate video chat services. Your clinician must call you on a free Skype Life account of your own creation to initiate the connection.
  - o Telephone services (cell, landline, or Facetime) are permitted for audio calls if Skype is unavailable.
  - o You should discuss communication preferences with your clinician ahead of time.
- At the time of your phone or video session, please be in a quiet place where you will not be distracted or interrupted and your session will not be overheard.
- Potential benefits to phone or video chat sessions:
  - o You may be able to meet your clinician at times when meeting in person sessions may not be practical
  - o Your clinician may be able to be more accessible to you in case of emergency
- Potential risks and costs to phone or video chat sessions:
  - o There may be less nonverbal communication than for an in-person session.
  - o With any technology, there is always the risk of being inadvertently disconnected. If our call or chat session is disrupted at any time, please feel free to call back or email your clinician about another time to call, if the calling technology appears to be dysfunctional.
  - o You will need to assume responsibility to maintaining confidentiality on your end of the session. You accept responsibility to secure any phone or computer you may use for our session.
- As with any health care services, you are ultimately responsible for payment. Please discuss payment methods, including insurance and private pay, with your clinician prior to engaging in Phone or Video Chat sessions.

**TO CONSENT TO PHONE OR VIDEO CHAT SERVICES:**

I understand the above information and I consent to using phone or video chat for psychological services. I understand that I can withdraw my consent to phone or video chat sessions at any time.

\_\_\_\_\_  
**Client Signature (if over 12 years age)**

\_\_\_\_\_  
**Parent / Legal Guardian Signature**

\_\_\_\_\_  
**Client Printed Name**

\_\_\_\_\_  
**Parent / Legal Guardian Printed Name**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Date**