

Jennifer Wand, LCSW
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Healing Based Therapies
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TELEMENTAL HEALTH CONSENT:

During this time of social distancing, your provider is offering Telemental Health sessions in order to maintain and provide mental health care. This service may be provided over the phone or through video conferencing. Patients will have the choice of phone or videoconferencing. When scheduling a Telemental Health appointment, we will ask you for your phone number and your email. If you are scheduling a video appointment, you will be sent an email with your log-in procedures. We are currently utilizing HIPAA compliant video services for sessions. If the appointment is for a minor, we will follow the same session flow as utilized in the office. Clinicians have met the state requirements to provide Telemental health. However, there are risks associated including possible breach of confidentiality, lack of some sensory input and non-verbal cues, technology failure, increased difficulty of managing an emergency, and that its efficacy is not as well established by rigorous research compared to services provided in-person. Therefore, it is always our preference to have in-person appointments and these will be resumed once it is deemed safe to do so.

If the technology application being used for Telemental Health fails, both the provider and the client should make every effort to contact each other to resume the appointment. Optimally, the technology issue is resolved but it may be necessary to use alternative means, such as by phone, or to reschedule the appointment if that is clinically appropriate.

To provide Telemental Health, we require that you provide contact information for a support person that lives with you or close to you and who could assist in an emergency.

My support person is:

Name: _____ Phone: _____

Furthermore, we require that you pick one location to remain for all of your appointments and provide us with this address so that we are able to assist appropriately in an emergency.

Address where you will be for your appointments:

It is possible that your insurance company will deny benefits for Telehealth appointments. If this is a concern, contact your insurance company for further information about that prior to engaging in sessions.

We will maintain a clinical record in the same manner as if you were seen in person at our office. Sessions will not be recorded unless it is discussed specifically with you and you provide written permission. We will provide the same level of coordination of care with other professionals as if you were coming for in-person appointments. For emergencies or needed contact between appointments or after hours, the protocol is the same as it is for in-person clients, including who to call and the anticipated response time.

I understand the above information and I have reviewed the notice of privacy practices. I provide my consent for Jennifer Wand, LCSW to provide mental health services to me via Telemental Health sessions. I will conduct my appointments from the same location every time and I will follow the attached instructions provided.

Patient (or guardian)

Signature: _____ Date: _____

*This must be the signature of the person signing. It is illegal in the State of GA to sign another person's name without Power of Attorney

Telemental Health Patient Instructions

Prior to your first appointment, you will need:

A computer or laptop that has internet access and an operating system with the latest security updates installed. If you have a PC, ensure that the firewall is active and that your anti-virus software is updated. A computer or laptop is preferable to a phone, although a phone may also be used if necessary.

A computer camera that provides an adequate view of you and a microphone that will allow your provider to hear you well. Most microphones embedded into computers or phones are sufficient. Headphones are optional.

A secure internet network with which to have your appointments.

You will need to download and install Zoom if this platform is being utilized. Zoom also has a browser plug-in if you prefer. Your provider will specify which platforms are to be used.

Please familiarize yourself with how to use the software, camera, and microphone prior to your first appointment.

Have the computer and software program ready to go at the time of your appointment.

Maintain a quiet, private, well-lit space that is free of distractions.

Be in the same location for every appointment.

Confirm your location with your provider at each appointment.

Provide the password given to you by your provider at the start of each appointment.

Ensure the camera is set such that it provides an adequate view to assess you as above.

Ensure the microphone is set such that it allows the provider to hear you well.

Ensure that the volume is set such that you can hear the provider well and consider using the earphones if needed.

Have your primary phone available in case of technology failure so that phone contact can be made with your provider.