



# VCU

## Center for Psychological Services and Development

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### INFORMED CONSENT ADDENDUM: CONSENT TO TELEHEALTH SERVICES

Unforeseen circumstances (e.g., lengthy illness, extended clinic closure, state or national emergencies) may prevent face-to-face visits at CPSD. In such cases, to maintain continuity of care, you may have the option for telehealth services for a limited period of time. Please read the following carefully as it represents an agreement between you (I, your) and the Center for Psychological Services and Development (CPSD, we, us, our) for telehealth services.

- There are potential benefits (e.g., you can continue services when restricted to your home) and risks (e.g., sessions may be less private) of videoconferencing that differ from in-person sessions.
- We agree to use a videoconferencing platform approved by VCU and CPSD for our virtual sessions.
  - Your therapist will give you instructions for using the platform and answer your questions.
- We will extend the same limits of confidentiality (e.g, I may break confidentiality if I believe you are a danger to yourself or others) to our telehealth sessions as with in-person sessions.
  - Your therapist will not record a video session without permission from everyone participating in the session. I agree that I will not record any part of a session.
- We will safeguard your Protected Health Information in telehealth services as with other CPSD services.
- We need a safety plan that includes at least one emergency contact and the closest ER to your location.
- We require the permission of a parent or legal guardian (and their contact information) for minor clients to participate in telehealth sessions.
  - We offer telehealth services to minors between the ages of 12 and 17 with parental consent.
  - A guardian must be present in the home at all times during telehealth sessions with a minor.
- Your therapist, working with their supervisor and the clinic director, may determine that telehealth sessions are no longer appropriate and that we should resume your therapy in-person.
- It is important to be on time. If you need to cancel or change your telehealth session, you must notify your therapist in advance by phone or email.
  - We require a minimum of 24 hours notice to cancel or reschedule a session to avoid fees.
- It is important to be in a quiet, private space that is free of distractions (including cell phones or other devices) during the session. Consider using earbuds or headphones so that others cannot overhear your therapist.
- We need a technical back-up plan (e.g., phone number where you can be reached) to conclude, restart, or reschedule a session in the event of technical problems.
  - You need to use a webcam or smartphone during the session.
  - You need to use a secure internet connection rather than public/free Wi-Fi.
  - If you do not have access to a computer or internet services, sessions may be conducted via telephone.

#### CONSENT

I have read all of the information above and understand there are risks associated with videoconferencing technology. I agree to these terms and voluntarily consent to telehealth sessions for my (my child's) therapy. I understand that I can withdraw my consent for telehealth services at any time.

\_\_\_\_\_  
Client Name (please print)

\_\_\_\_\_  
Parent/Guardian or Authorized Representative Name (please print)

\_\_\_\_\_  
Relationship to Client

\_\_\_\_\_  
Client or Parent/Guardian/Representative Signature

\_\_\_\_\_  
Date