

## COVID-19 Emergency Telehealth Implementation Consent

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(Please sign this form and email to [susan@susanodellphd.com](mailto:susan@susanodellphd.com))

### This Consent Form is an addendum to the original Office Policies and General Information for Informed Consent for Psychotherapy Services

- The policies outlined in that original document, including appointment cancellations, how to contact Dr. O'Dell, and the emergency or crisis protocols are still in effect.
- The Multnomah County Mental Health Crisis Intervention Line at 503-988-4888 is free and available 24 hours 7 days a week.

This document outlines the circumstances, procedures and expectations for participating in Telehealth due to COVID-19.

Out of an abundance of caution in response to the World Health Organization's March 11, 2020 declaration of COVID-19 as a global pandemic, as well as national, state and local declarations of emergency, my psychotherapy practice has moved to video-based services (i.e. Telehealth or Telemental Health) using Doxy.me to help the community spread of the virus. Our local effort and cooperation will reduce the risks associated with infection for our families, friends, clients, and colleagues while not unnecessarily overwhelming our healthcare system.

- Doxy.me is a HIPPA compliant Telehealth platform using 128-bit encryption. You DO NOT have to set up a Doxy.me account. Supported web browsers are Safari, Google, and Firefox.

### Participation in Telehealth Services Requires that the Client Agree to the Following:

- The client will provide their own technology (including a secure Internet connection, video/webcam, microphone and audio). A smart phone will work, but it isn't ideal.
- The client agrees to originate their appointment from a non-public location that allows privacy and minimizes the risk of the appointment being overheard. Consider using a "white noise" machine outside the room if you think you may be overheard by others. It is strongly recommended that the client use earphones/earbuds if privacy is not available.
- It is requested that you place a "do not disturb" notice on the closed door room you will use.
- The client agrees not to initiate their Telehealth appointment in a public place, while driving a car, using public transportation., or being a passenger in a car.

- If the client does not uphold the expectation of providing a safe and confidential space, the appointment will be ended, and the client will be responsible for fees associated with appointment cancellation.

#### Consent for Telehealth Services

- I understand that Dr. O'Dell has offered me Telehealth services.
- I understand that the information transmitted during Telehealth services will not be recorded.
- Dr. O'Dell has explained that receiving services using video conferencing is not the same as an in-person office visit due to the fact that we will not be in the physical room together.
- I understand that Telehealth services have potential benefits that can include easier access to care and the convenience of meeting from a safe and confidential location of my choosing.
- I understand that there are potential risks to Telehealth services including interruptions, unauthorized access, and technical difficulties.
- I understand that if there is a service disruption due to technology failure, Dr. O'Dell will call me by telephone to continue the appointment using this format.
- I understand that Dr. O'Dell or I can request to discontinue the Telehealth services if it is agreed that the video conferencing connections are not adequate.
- I understand I can have a direct conversation with Dr. O'Dell, to discuss my questions about Telehealth Services.

#### Consent to Use Doxy.me

Doxy.me is the Telehealth video conferencing technology Dr. O'Dell and I will be using for my therapy appointments. By signing this document, I acknowledge:

- Doxy.me is not an emergency service. In the event of an emergency, I will use a telephone to call 911. I understand that I can also call the Multnomah County Mental Health Crisis Intervention Line at: 503-988-4888. This crisis line is available 24 hours 7 days a week.
- Though Dr. O'Dell and I will be in direct, virtual contact using Doxy.me, this video conferencing platform does not provide any medical or healthcare services or advice, including but not limited to emergency or urgent medical services.
- Doxy.me facilitates video conferencing and is not responsible for the delivery of healthcare, medical advice or care.
- I do not assume or expect that Dr. O'Dell has access to all of the technical information about the Doxy.me platform.
- To maintain confidentiality, I will not share the Telehealth appointment link to anyone not authorized to attend my psychotherapy appointment with Dr. O'Dell.

By signing this form, I certify that:

- I have read this form or had this form read and/or explained to me.

- I fully understand the content of this form, including the benefits and risks of receiving Telehealth through video conferencing.
- I have been given ample opportunities to ask questions, and my questions have been answered to my satisfaction.
- I agree to provide the conditions outlined above to ensure a safe and confidential environment for my therapy appointments.
- I understand that the need for continued used of Telehealth services will be re-evaluated at the conclusion of the COVID-19 national, state and local emergencies.

Client Name (printed) \_\_\_\_\_

Client Signature \_\_\_\_\_

Date: \_\_\_\_\_