



Informed Consent for Outpatient Substance Use Disorder Program via Telehealth

Telehealth Agreement

Anchor Recovery provides telehealth services to clients. This means you are agreeing to services being provided from afar through a telehealth system, Zoom as primary and Google Meet as back up, instead of in clinic. There are risks, side effects, and benefits to telehealth. Telehealth has been shown to be effective as in-person. The result from treatment varies from successfully, moderately, to not meeting goals depending on individuals. It has shown to be most effective when accurate information is shared. Information that is withheld may be relevant and can interfere with progress. There are situations in which telehealth is deemed appropriate such as the ability to stay on the screen, client is alone unless a release of information is signed and the individual(s) present is beneficial to client's achieving treatment plan goals, and video and audio connection is stable. Situations in which telehealth is deemed inappropriate are walking away from the screen, in a public space, driving a vehicle, unstable video and audio connection, etc. At any given time, termination of treatment can be done due to various situations from either party. Continuing services after termination can be done at any given time by meeting service initiation criteria.

Systems and Devices

The telehealth system that is being utilized is Zoom Meetings for Healthcare as primary and Google Meet as back up. For this to work, client need to use a camera; microphone; speakers/headphones; and laptop, tablet, or cell phone. Headphones are recommended over speakers to limit echoing in the environment and for confidentiality. Anti-virus/malware needs to be kept up to date on devices for security. For cell phones Zoom or Google Meet application is required to be downloaded. With tablets and computers, a browser will be utilized with an option of Zoom application. A link will be sent to the client's email and accessible through email or calendar invite. It is important to use a secure internet connection rather than public/free Wi-Fi; personal internet at home will work.

Environment

There are environmental risks with telehealth. To limit those risks, it is recommended to utilize headphones by all involved unless it is not possible such as multiple clients at the originating site. Client and provider will be on camera in a space that is utilizing private internet, private physical site with no distractions or office space. Telehealth depends on the technology and internet speed which can impact the session by the quality of video. In these sessions, for client and provider to utilize the backup plan.

Originating Site

Originating site is the site client is located in for which telehealth service is being received. Client is required to be located in Minnesota to receive service. For confidentiality, client location will have to be confidential and supportive of us to work towards client's treatment plan goals. It is recommended to have a location that is a private space and free of distractions. Some utilize the home office, living room space when no one else is present, etc. It is not recommended for telehealth session to be during work, others interrupting the session, or in a space that is unsupportive of working on treatment plan goals. In these

situations, confidentiality may be compromised. Individuals present for the session must be within view of the camera. Be dressed appropriately for the session.

Distant Site

Distant site is the site provider is at for the telehealth service. Provider will be working out of the office space with no one else in the room. Provider will ensure confidentiality is held with using headphones for no one else to hear communication from client and to decrease echoing.

Backup Plan

The back-up plan is for provider to call client and if client does not hear from provider within 2 minutes to call provider directly or the office. The plan is to troubleshoot. If the concern is with the telehealth platform then switch to Google Meet as backup. If that is not possible then for us to reschedule in the event of technical problems.

Safety Plan

A safety plan is for client to take initiative with calling 911 or go to the nearest hospital. Provider will be contacting emergency contact notifying them of the situation.

Fees

Services are charged at the same rate as our in-clinic services as stated in the informed consent for outpatient substance misuse program. Telehealth will need to be verified as a covered in-network service with third party payer. It is client’s responsibility to confirm telehealth is included in insurance plan coverage. It is client’s or client’s legal guardian’s responsibility for all balance insurance does not cover.

By signing below,

- Client is agreeing to receive services by telehealth and
- Client and provider are deeming telehealth services is appropriate.

Signatures:

Client Signature: _____ Date: _____

If client did not sign, state the reason client did not sign.

Parent / Legal Guardian Signature: _____ Date: _____

Counselor Signature: _____ Date: _____