



Informed Consent to Treatment through Telehealth Services

I consent to receive mental health treatment through telehealth services provided by Farrar and Associates. I hereby attest that the staff of Farrar and Associates have explained to me the policies, procedures, and alternative methods to this treatment. In addition, I agree to follow the policies and procedures of teletherapy/telemedicine services. I have been given documentation of these policies as well.

I understand and agree to the following:

- If I have questions, I may request specific information in writing at any time during the course of treatment.
- I have had time to study this information and/or seek additional treatment options.
- This consent is effective throughout my treatment at Farrar and Associates.
- I have the right to withdraw consent at any time, in writing.
- I understand the benefits and risks of the proposed treatment, and these have been explained to me by my treatment provider.
- The staff at Farrar and Associates are trained in telehealth and are retrained annually.
- Farrar and Associates primarily uses a HIPAA compliant telehealth program called Doxy.me, which uses two-way realtime audio and video functions. Other approved HIPAA compliant programs may be used if there are technical limitations, such as latency issues or inability to connect through Doxy.me.
- Because I will not be on site for appointments, I will either need to prepay by phone or keep a credit card on file to pay for services rendered/copayments/deductibles.
- By choosing to place a credit card on file, I give Farrar and Associates explicit permission to charge the co-pay, self-pay charge, co-insurance, or high-deductible charge at the time of service.
- In the event there are technical difficulties such as: Internet service outages, telehealth services provision latency, power outages, etc., the session will need to end (at no charge to me) and will be rescheduled for the soonest available session.
- Sessions over email do not qualify as telehealth services and cannot be a substitute for the use of real time audio and visual communications. Policies vary between different insurers and accreditation bodies as to whether phone based services are an acceptable alternative when audio/video formats are not accessible.
- I agree to have the appropriate equipment available for a telehealth session. Typically this includes a computer or smartphone with a functional camera and microphone, and adequate internet service.
- I agree to use a private space for the telehealth sessions in order to preserve confidentiality.
- I agree that I will not record my session.
- I understand that if I do not cooperate with these telehealth policies and procedures, telehealth services may be discontinued.

Once you have reviewed this document, please sign below to indicate that you have received all necessary information and that you accept these policies and procedures. A copy of this form has been supplied to you via email before your initial appointment, and you are welcome to request additional copies in the future.

Client Signature

Date

Date of Birth

Agency Witness

Date

Giving Informed Consent to Treatment through Telehealth Services

Farrar and Associates is happy to offer high quality, evidence-based treatments to the patients we serve. For those who have difficulty accessing care in person, we offer telehealth services. We have created policies for Farrar and Associates staff and clients in order to ensure high-quality confidential services.

WHAT IS TELEHEALTH:

Telehealth is the use of telecommunication and information technology to provide clinical health care from a distance. It has been used to overcome distance barriers and to improve access to medical services that may not be consistently available in distant rural communities or during unusual circumstances such as the Covid-19 outbreak.

TELEHEALTH PORTAL:

We primarily use Doxy.me portal services for telehealth sessions. Doxy.me is a HIPAA compliant portal service that has been approved for telehealth sessions.

You will be sent a secure link via email inviting you to Doxy.me. It is a user friendly service, and our well-trained staff can assist you if problems occur. Other approved HIPAA compliant programs may be used if there are technical limitations, such as latency issues or inability to connect through Doxy.me

WHO CAN USE TELEHEALTH SERVICES:

The clinicians at Farrar and Associates only have licenses to practice within the State of Wisconsin. However, because of *Covid-19* some states are temporarily allowing for telehealth services to be rendered in a state that the clinician is not licensed in. Each state law is different, and each has different times in which it will be allowed. If you plan to be outside the state of Wisconsin at the time of your appointment, please notify the staff at Farrar and Associates promptly so we can determine the laws in that state. You are responsible for contacting your insurance company to see if this service would be covered.

EQUIPMENT REQUIRED:

In order to use Doxy.me, clients will need a computer, tablet or smartphone that can connect to the Internet and has a functional microphone and camera. Please be aware that older equipment or lower bandwidth Internet connections may decrease audio and video quality.

FEES:

There is no cost to the client for the use of the Doxy.me service.

Clients are responsible for paying for services rendered. Some, but not all, insurances cover telehealth services. We will inform you prior to starting telehealth if your insurance carrier covers these services. If insurance does cover these services, you are still responsible for any insurance deductibles and/or co-payments. If your insurance carrier does not cover telehealth services, you may choose to pay out of pocket for the services. The fees for audio/video telehealth services are the same as for in-person appointments. Fees for telehealth by phone only vary, and are less likely to be covered by insurance companies. Because telehealth is a remote service, we require any payment to be made ahead of time or you may keep a credit card on file which can be charged at the time of service.

CONTACTING US:

We make every effort to be available by telephone during normal business hours. Our support staff can be reached on our main line, 920-841-8326, Monday, Tuesday, and Thursday 8am-5pm, Wednesday 10am-7pm, and Friday 8am-4pm. You can also connect with us through our monitored inbox at contact@farrarmentalhealth.com, or through the patient portal.

Our treatment providers respond to calls, emails, patient portal messages within 24 hours, during normal business days. Additionally, an urgent after-hours line is available. If you are having a medical emergency, call 9-1-1 or go to the nearest emergency room.

HOURS OF OPERATION:

General office hours are Monday, Tuesday, Thursday 8am-5pm, Wednesday 10am-7pm, and Friday 8am-4pm. Other times may be available, as hours for individual providers will vary. Please speak with your provider about their schedule. We are closed on major holidays.

BENEFITS, RISKS AND ALTERNATIVES TO TELEHEALTH SERVICES:

Benefits: improved access to care, elimination of travel barriers and travel time, ability to keep appointments despite inclement weather, illness, or risk of contagious disease.

- Risks: loss of interpersonal connection between yourself and your provider, possible technological difficulties or delays in care provision, possible slowed treatment progress, possible lack of coverage by insurance.
- Alternatives: face-to-face sessions, treatment at a higher level of care facility, postponement of the course of treatment.

TREATMENT PROVIDER CREDENTIALS:

All clinical providers at Farrar and Associates are licensed by the State of Wisconsin and hold an advanced degree in the specialty area of Counseling, Psychology, or Psychiatry. Continuing education is required for all providers. All staff using telehealth have been trained in these services as well as have been trained in how to use the Doxy.me portal. Provider equipment is protected by passwords.

TERMINATION/DISCHARGE CRITERIA:

There are circumstances under which clients may be involuntarily discharged from telehealth services, such as, but not limited to: failure to respect session times, failure to pay for treatment, failure to respect the boundaries and privacy of our staff, or not following treatment recommendations that can be life threatening.

If a client is located a substantial distance from their telehealth clinician, it is important to have local providers designated so that Farrar and Associates staff can coordinate care with them. Therefore, releases of information and emergency contact information must be kept up to date and current. If these documents are not proved and updated regularly, or a client declines to also have a local care team, then teletherapy/telemedicine services cannot be used.

Before Farrar and Associates can involuntarily discharge a client, the clinic will notify the client in writing of the reasons for the discharge, the effective date of the discharge, sources for further treatment, and of the client's right to have the discharge reviewed prior to the effective date of the discharge.