



Behavioral Health and Education Specialists

Informed Consent for Telebehavioral Health Services

Behavioral Health and Education Specialists, Inc. (BHES) is offering telebehavioral health services. Telebehavioral health services involve conducting psychotherapeutic and/or psychiatric medication services utilizing interactive audio and/or video technology systems/devices where the provider and the patient are not physically in the same location (i.e. via a phone conversation or using a video conferencing system). The technology systems/devices use network and software security protocols to safeguard protected patient health information and shield the data exchanged while the service is provided.

Potential Benefits

1. Telebehavioral health services are convenient for individuals who are unable to attend face-to-face services due to physical limitations and/or temporary circumstances preventing in-person attendance;
2. Telebehavioral health services save on travel time;
3. Telebehavioral health services provide broader access to behavioral health services for those who live in under-served geographic locations; and
4. Telebehavioral health services can save on time waiting in a waiting room

Potential Risks of Using Telebehavioral Health Services

1. Information sent may not be of superb quality (i.e., poor resolution of audio and video) and thus may not allow for the necessary needed medical and/or clinical decision making by the behavioral health provider;
2. Delays in telebehavioral health services may happen due to deficiencies or failures in equipment out of BHES' and/or your control. Your behavioral health provider and/or you need to immediately notify one another of connectivity and/or transmission difficulties such as being unable to hear and/or see each other during the telebehavioral health session;
3. In rare instances security protocols could fail resulting in a breach of your protected patient health information. For the protection of your protected patient health information, please do not use a free and/or public WiFi connection for your telebehavioral health session;



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4. The telebehavioral health provider may not be able to provide the behavioral health services to you using interactive electronic equipment nor provide or arrange for emergency care should you require such in instances of connection failure;
5. A lack of access to all of the information that would be available during face-to-face behavioral health services that is not available during telebehavioral health sessions could result in errors in judgment by your telebehavioral health professional (i.e., in-person observation, taking of vital signs, etc.);
6. If you utilize a mobile phone for your telebehavioral health session, please be aware that the communication via a mobile phone may not be confidential as it would be through a landline; and
7. It is possible others could overhear or view your telebehavioral health session depending on the location you choose to participate in the session. To minimize that risk, please select a private and quiet location for your telebehavioral health session.

Patient Rights

1. The laws that protect the confidentiality of your face-to-face behavioral health services fully apply to your telebehavioral health services. You have the same rights to that confidentiality with telebehavioral health services. The information disclosed during the course of any behavioral health session (face-to-face or telebehavioral health) is generally confidential; however, there are both mandatory and permissive exceptions to confidentiality including, but not limited to, reporting: child, elder, and dependent adult abuse; expressed threats of harm or death to self; and/or expressed threats of violence or death against an identifiable victim;
2. You have the right to withdraw or withhold consent for telebehavioral health services at any time without negatively impacting your right for future face-to-face behavioral health treatment at BHES;
3. Your telebehavioral health provider has the right to withdraw or withhold consent for telebehavioral health services at any time; and
4. You have the right to not have your telebehavioral health session recorded without your written consent



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Patient Responsibilities

1. You will provide BHES with at least one emergency contact name and telephone number in case of a psychological/psychiatric emergency before, during and/or after your session;
2. You will provide BHES with your actual physical geographic location at the beginning of your telebehavioral health session in case of a psychological/psychiatric emergency during and/or after your session;
3. You will not record, in any format, your telebehavioral health sessions without the written consent of your telebehavioral health provider;
4. You will inform your telebehavioral health provider if any other person can hear or see any part of your session before the session begins or as soon as possible if that happens during your session;
5. You are responsible for any and all configuration of the electronic equipment (i.e., computer, phone, tablet, etc.) you chose to use for your telebehavioral health session. You understand it is your responsibility to ensure that your equipment is functioning properly before your session begins and agree to utilize a telephone voice session should a video session not function properly;
6. If your telebehavioral health session begins via video transmission, and during the session technical complications prevent the session from being completed via that media, your telebehavioral health provider will call you at the phone number associated with your account. Please assure you have your phone available and charged in case this happens;
7. If your telebehavioral health session does not achieve what is needed to provide you with an appropriate level of care through that service delivery method, you will be given a choice about what to do next. This could include a follow-up face-to-face behavioral health session or another telebehavioral health session depending on the specifics of your situation;
8. You must pay any copays and/or other required payments for your telebehavioral health session prior to the session starting. Credit Card payments can be made over the phone at: 815-609-1544; and



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9. Your telebehavioral health session is scheduled the same as an in-office appointment, and thus if the need arises to cancel your scheduled telebehavioral health session you are expected to do so at least 24 hours in advance of your appointment to avoid the late cancellation fee of \$50.00.

Patient Consent to the Use of Telebehavioral Health Services:

My signature below provides my explicit informed consent to participate in telebehavioral health services as part of my BHES behavioral health services (i.e. evaluations and treatment). I understand that “telebehavioral” includes the practice of behavioral health care delivery, diagnosis, consultation, treatment, transfer of behavioral health data and education using interactive audio, video and/or data communications. I have read and understand the information provide in this informed consent form.

Patient’s Name

Patient’s (Parent/Guardian if patient is under 12 y.o) Signature

Date

Patient’s Video Session Email Address

1) Fill in all requested information (A typed Signature is acceptable)

Patient’s Phone Session Phone Number

2) Save the form to your device (computer, tablet, phone, etc.)

Patient’s Emergency Contact Person’s Name

**3) email the form to:
bhes-adassist@sbcglobal.net**

Patient’s Emergency Contact Person’s Phone Number

**or fax the form to:
815-609-1670**