



Informed Consent for Telehealth Services

Ministry of Counseling & Enrichment * 1502 N 1st Street * Abilene, TX 79601

Introduction:

The Ministry of Counseling and Enrichment (MOCE) hopes to provide more comprehensive mental health treatment via access to quality services which may include the assessment for, and maintaining of, prescribed psychotropic medications. MOCE is the site facilitating *access* to a medical professional via telemedicine. MOCE is not providing medical services. The licensed clinician with whom you will meet online through the secure video connection is the one providing the medical services. A proper assessment will require a thorough medical and psychological history which includes a comprehensive list of current medications. Much of this history will be dependent on the client's self-report and, ideally, information from current/past clinicians (e.g. primary care physicians, counselors, psychologists). Any information acquired from other clinicians will require your written consent to release this private health information (PHI). Specific forms are provided by MOCE to help facilitate the process.

What to expect:

After completing the required paperwork for the initial intake, a Qualified Mental Health Professional – Community Service (QMHP-CS) will bring you to a conference room where you will meet with the licensed medical professional via secure digital video. The QMHP-CS will initiate the contact, introduce you to the clinician, and will remain present in the room while you meet with the clinician. The role of the QMHP-CS is to observe, facilitate access, trouble-shoot any technological glitches, and provide feedback to the clinician regarding any notable observations that may not be immediately obvious due to the limitations of video conferencing. The QMHP-CS is bound by the same standards and limits of confidentiality as the staff of MOCE. If appropriate, the clinician will prescribe what he/she deems the most appropriate psychotropic medication that is not considered a controlled substance. The clinician is available during this time to answer any questions you may have regarding the medications and possible side-effects, but is not to serve in the role of counselor or therapist. The QMHP-CS will schedule your follow-up appointment in collaboration with your schedule and the clinician, if one is necessary. The initial intake should be the longest of the scheduled meetings.

Expected Benefits

The potential benefits of telemedicine services include but may not be limited to:

- More efficient evaluation and management for psychotropic medications
- Access to a licensed medical professional with specialized training in the psychiatric field
- Greater availability/access to psychiatric services

Possible Risks

The risks of accessing psychiatric services via telehealth include but may not be limited to:

- In rare cases, information transmitted may not be sufficient (e.g. poor resolution of images) to allow for appropriate medical decision making by the clinician.
- Delays in evaluation and treatment could occur due to deficiencies or failures of the equipment

Client initials: _____

- In very rare instances, security protocols could fail, causing a breach of privacy of personal medical information.
- In rare cases, a lack of access to complete medical records may result in adverse drug interactions or allergic reactions or other judgment errors

Fees & Payment

- For insured individuals, fees for services are dependent upon your insurance coverage.
- Most insurance companies consider consultation with a psychiatric clinician a “specialist” and will bill accordingly.
- Un-insured individuals will be charged
 - \$200 for initial intake which may take up to 1 hour
 - \$150 for half-hour follow-up appointments
 - \$75 for 15 minute follow-up appointments
- All payments will be due on the day services are rendered, and clients may be asked to pay prior to seeing the clinician.
- All late cancellations (see below for details) and no-shows will result in the client being charged the full amount based on the un-insured rates listed above.
- Due to the upfront, out-of-pocket expense required of MOCE to facilitate this access, clients will be asked to keep an active credit/debit card on file with MOCE and this card will be charged for any late cancellations or no-shows.

Late Cancellation and No-Show

Any appointment cancelled less than 24 hours of the actual appointment time will be considered a late cancellation. Any client who fails to attend a scheduled session, or is more than 15 minutes late for the scheduled appointment, will be considered a no-show. See “fees and payment” above for more information on late cancellation and no-show penalties.

Confidentiality

The law protects the privacy of all communications between a patient and a mental health professional. In most situations, we can only release information about your treatment to others if you sign a written authorization form that meets certain legal requirements imposed by HIPAA. There are situations that require only that you provide written, advance consent. Your signature on this Agreement provides consent for those activities as follows:

- We may occasionally find it helpful to consult other health and mental health professionals about a case. During a consultation, we make every effort to avoid revealing the identity of our patient. The other professionals are also legally bound to keep the information confidential. If you don’t object, we will not tell you about these consultations unless we feel that it is important to our work together. We will note all consultations in your clinical record.

There are some situations where we are permitted or required to disclose information without either your consent or Authorization:

- If you are involved in a court proceeding and a request is made for information concerning your diagnosis and treatment, such information is protected by the clinician-patient privilege law. We cannot provide any information without your (or your legal representative’s) written authorization

Client initials: _____

or a court order. If you are involved in contemplating litigation, you should consult with your attorney to determine whether a court would be likely to order us to disclose information.

- If a government agency is requesting the information for health oversight activities, we may be required to provide it for them.
- If a patient files a complaint or lawsuit against his/her clinician, that clinicians may disclose relevant information regarding that patient in order to defend themselves.

All authorized consent shall expire after treatment completion or 1 year after the last authorization unless revoked through written notice by the authorizing individual sent to the MOCE Privacy Officer, Steve Queen. Authorization may be revoked at any time but any action already taken in reliance of the authorization cannot be reversed and the revocation will not affect those actions.

Electronic Medical Records & Video Conferencing

In compliance with federal HIPAA laws client records are kept and maintained electronically via secure and encrypted online service. Scheduling will also be maintained through the same service. The video conferencing service used to transmit and facilitate client interaction with the clinician is also secure and encrypted. Both electronic services meet or exceed state and federal recommendations and standards. If you have any questions about these services feel free to speak with MOCE Privacy Officer, Steve Queen.

Your signature below indicates that you have read and understand the above agreement and you give consent for treatment.

Client signature

Date

PLEASE INITIAL ONE OF THE OPTIONS BELOW:

___ I would like a copy of this agreement.

___ I have been offered a copy of this agreement and do not want a copy

Client initials: _____