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## **Informed Consent for Telehealth Services**

This document is an addendum to Trinity Center Inc.'s Informed Consent, a copy of which can be found on the homepage of [trinitycenterinc.com](http://trinitycenterinc.com) under the heading "New Client Paperwork." This document is intended to provide information relevant to telehealth services, which offer unique benefits and risks. In this document, the term "telehealth" refers to counseling, psychological, and spiritual direction services that are delivered when you and your provider are in different locations and meeting through video technology or by phone.

### **BENEFITS AND RISKS**

**Benefits:** Telehealth services are flexible and convenient. Technology offers the opportunity for sessions with your provider when in-person meetings are not possible, allowing for improved access to care and continuity in your growth process. Receiving telehealth services may also save you time and resources, as you will not need to travel to and from Trinity Center.

**Risks:** Telehealth sessions occur in a less-controlled physical environment. Your sessions may be disrupted by technological difficulties or distractions in your environment (for example, noises from others in your shared living/work space). Your confidentiality could be compromised by people in your environment listening to your session or others misusing technology to access your information. You may feel less comfortable when interacting through phone or video, and you and your provider may find it more challenging to manage a crisis or emergency.

### **PRIVACY AND CLINICAL ISSUES**

It is important to arrange for a quiet, private, and distraction-free space to talk. Please be in this space and ready to begin your session at your scheduled time. Unless agreed upon with your provider, please do not have other people with you during your session.

Confidentiality still applies for telehealth services. We use HIPAA-compliant platforms to protect your privacy and confidentiality, and your provider will be in a private space when meeting with you via video or phone. No one will record your sessions, and we ask that you not record unless agreed upon with your provider.

Your provider may communicate with other Trinity Center staff about your sessions to improve the quality of your care and for scheduling, billing, and record keeping purposes. Any communication that occurs electronically among Trinity Center staff will utilize HIPAA-compliant technology.

You may discontinue telehealth services if you believe that video or phone sessions do not meet your needs or circumstances. Your provider may determine that due to certain circumstances, video or phone sessions may no longer be appropriate. In these cases, other options for services will be discussed.

If you are under age 18, a parent or legal guardian must provide signed and verbal consent for you to participate in telehealth services.

### **TECHNOLOGY FOR VIDEO SESSIONS**

We are using HIPAA-compliant software programs for video sessions. Separate instructions for use will be provided.

You will need access to the internet and your own device (for example: smart phone, tablet, computer with webcam) to participate in telehealth video sessions.

If there are technology problems (for example: poor video quality) that substantially disrupt your session, your provider will call you and together you will determine how to proceed.

If possible, it is important to use a secure, password-protected internet connection rather than public/free WiFi. Your provider will only use a secure internet connection.

An email address is required for video sessions. The telehealth platforms we use require email to set up your account. They also send appointment confirmations and reminders over email. If you are using video sessions, you will be required to complete an additional and separate form called *Consent for Transmission of Protected Health Information by Email*.

### **PAYMENT AND SCHEDULING**

It is your responsibility to determine if your particular health insurance plan covers telehealth services. Your insurance company may use another term, such as telemental health, telemedicine or e-health. If your plan does not cover services provided through phone or video, you are responsible for the full session fee (\$140/60 minute session).

Payment should be made prior to each session. Please call Trinity Center at 336.725.3999 to pay via phone. If you prefer to pay by check, please mail your check by the date of your session.

Available appointments depend on your particular provider. Appointments may be scheduled, rescheduled, or cancelled by calling 336.725.3999. General office hours are Monday through Thursday from 9 a.m. to 5 p.m., and Friday from 9 a.m. to 12 p.m. Please call 24 hours in advance to cancel appointments.

**PSYCHOLOGICAL CRISES**

Please provide an up-to-date emergency contact in the rare event that we need to involve someone outside of Trinity Center in your care. At the start of each session, you will be asked to provide your physical location as well, in case of an emergency.

If you need to contact your provider during business hours, please call Trinity Center at 336.725.3999. If you need urgent assistance for a mental health crisis after hours, on the weekend or on holidays, please call 336.671.8777 to reach the Trinity Center provider on call. For life threatening emergencies, please dial 911 or go to your nearest emergency department.

By signing below, you indicate that you have read and understood this form and agree to its terms. The form must be signed by a parent or guardian if the client is under 18.

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Client Name (print)

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Parent/Guardian Name and Relationship if client is under 18 (print)

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Client Signature (or Parent/Guardian Signature if client is under 18) Date

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Emergency Contact (Name, Relationship, Phone Number)