

Bert Epstein, Psy.D.

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CONSENT FOR TELE-HEALTH SESSIONS

The consent for treatment with tele-health has all the same rights for you and responsibilities for us as our in-person consent.

In addition, there are the following potential consequences or limitations of Tele-health:

- Tele-health may not be appropriate if you are having an extended and immediate crisis that requires immediate action.
- Tele-health may lack some visual and/or audio cues, which can increase the likelihood of misunderstanding each other.
- Tele-health may have disruptions or delays in the service and quality of the technology used.

In rare cases, there are risks associated with transmitting information via technology as security protocols could fail. These risks include but are not limited to, breaches of confidentiality and theft of personal information. Note that Dr Epstein will never record a session.

I understand the following backup plan in case of technology failure:

- The most reliable backup is a phone. Therefore, it is necessary that you always have a phone available and that your Dr Epstein knows your phone number.
- If we get disconnected from a Tele-health session:
 - First, try to end and then restart the session.
 - If you are unable to reconnect within five minutes, your Dr Epstein will call you at the phone number you provided at the outset of each session.
 - If you are unreachable at this point, please call 707 242-1989 or email bert@drbertepstein.com to reschedule non-urgent sessions.
 - If Dr Epstein assesses any urgent safety issues, he will immediately follow up with initiation of emergency services response and/or will phone your emergency contact person.

Emergency Contact

If you are experiencing an emergency, including a mental health crisis, please call 911, or the Suicide Prevention Hotline (855) 587-6373, or go to your nearest emergency room.

So that your Dr. Epstein is able to get you help in the case of an emergency, please confirm with him your emergency contact.

When receiving tele-health, it is also required that you:

- Only engage in sessions when you are physically in California.
- Engage in sessions only from a private location where you will not be overheard or interrupted. Know that Dr Epstein is doing the same.
- Use your own computer or device, or one that is not publicly accessible.
- Use a private internet connection.
- Have your computer or device you use has updated operating and anti-virus software.