

Telehealth Counseling (distance counseling): Informed Consent

A **primary potential benefit** of telehealth counseling is access to services – we can more readily schedule appointments when not having to navigate distance, in situations such as unsafe driving conditions, unexpected sickness, etc.

Potential negative impacts of these venues include: decreased therapeutic benefit (e.g., miscues of voice and posture due to the medium; technological failure in sensitive discussions); possible lack of insurance coverage; my lack of known professional resources in your area (if outside of AVL area), although 911 is always an option for emergencies and I may be able to suggest other counseling resources. If any of these impacts are detrimental to your counseling goals, well-being and/or our relationship, we can find an alternative means of help for you, including resources in your locale (e.g., counselors, emergency care). We will evaluate ongoing if this medium continues to be appropriate for your mental health (e.g., maintaining rapport; therapeutic ‘space’; therapeutic flow; overall comfort level for therapy). I welcome your input and feedback on any of these issues as we adapt to this medium.

Security information/warning: While Doxy.me, VSee and I utilize precautions to keep your information secure (see reverse side of this form, and my Professional Disclosure Statement/Informed Consent AND Notice of Privacy Practices on my website), it is important that you keep your side of the conversation secure. Please do not record our sessions. Please see the reverse side of this form, as well as the below information on providing a private space. Please treat these sessions with the same confidentiality you would an in-office session. **Note:** Risks to the security of your information include employees of Doxy.me may incidentally or accidentally access your confidential information, and also human errors and ‘bad luck’ can result in disclosures of confidential information.

Prepare a private space for the call:

- Use enclosed, private room with soundproof walls and door.
- Limit access of others entering the room while in-session (e.g., lock door; sign on the door).
- Ensure the space is conducive to therapy (e.g., comfortable, limited distractions).
- Ensure the space is physically, mentally, and emotionally safe.

Establish computer connection with Doxy.me or VSee

Doxy.me Please see the Doxy.me website (doxy.me/patients) for how to establish connection via your device(s); you do not need to download software, just connect to Doxy.me via Chrome/Firefox and Safari 11+ web browsers. **NOTE:** I recommend testing your first call with the Pre-Call Test button at the bottom of your screen once you log-in to make sure audio, video, etc. are working properly. Also, close all other programs that might impede video streaming. You can access my telehealth waiting room via my website: www.ashevillecounselingandtraining.com, under Telehealth tab. Or go to www.doxy.me/mglass

VSee For first-time users, you will need to download the VSee software. I can send a link that will prompt you to download the VSee software. Once download is complete, the software will take you into my waiting room. Or go to <https://mariana-glass.vsee.me/u/clinic> and to download the software/access the site.

In case of emergency: Please provide the following information (physical or mental health):

Street address of your call: _____

Nearest hospital(s): _____

Friend/Family: _____ Phone #: _____

In case of technological failure, please provide best number(s) to call you to discuss an alternate plan:

Phone: _____

I have read and understand the above benefit/risks to telehealth counseling (by phone or video) and accept this mode of communication for my counseling with Mariana R. Glass.

Client Signature: _____ **Date:** _____

Is Doxy.me secure? What Doxy.me does to maintain security

Written by Dylan Turner

Maintaining a secure platform involves several factors, processes, and responsibilities.

Our responsibility to maintain security

Doxy.me complies with the security and privacy requirements of the healthcare industry. Here are the following ways we maintain security:

- Patient health information (PHI) is not stored, as a result this data cannot be stolen from Doxy.me servers
- Point-to-point NIST-approved AES 128 bit encryption is used for all video & audio communication
- Full volume encryption and 256-bit AES encrypted keys used on data stored at rest
- HIPAA and HITECH compliant servers
- OSSEC intrusion detection, file integrity monitoring, log monitoring, root check, and process monitoring
- Signed Business Associates Agreement provided
- Annual HIPAA risk assessments conducted
- Auditing, logging, backup and disaster recovery policies and procedures in place

Note on VSee Security

... I want to assure you that as a healthcare-focused company VSee handles all your data in accordance with HIPAA regulations. We use AES 256-bit encryption on both moving and stored data. Our employees are regularly trained on HIPAA security policies. We do not have access to your calls. We do not store or collect any of your video or audio transmissions (unless you have specifically requested our cloud recording service). Most 1-1 calls are encrypted end to end. We have also gone through HITRUST certification process ...

Dr. Milton Chen
VSee and This American Doc CEO

(excerpt from 4/3/2020 email communication)