

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 and I utilize precautions to keep your information secure (see reverse side of this form, and my 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

Please see the Doxy.me website (doxy.me/patients) for how to establish connection via your device(s); Doxy.me supports Chrome/Firefox and Safari 11+ web browsers. My site address for our session(s) is <https://doxy.me/mglass>
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.

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

Street address of your call: _____
Nearest hospital(s): _____

Friend/Family: _____ Phone #: _____
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

Your [the clinician's] responsibility to maintain security

To comply with HIPAA *you* also have some responsibilities while using Doxy.me:

- Sign the Business Associates Agreement
- Do not share your login email and password
- Keep your browser, operating system and software up to date
- Install and utilize antivirus and firewall programs