



Consent for Telepsychology Services

Definition:

Telepsychology is the delivery of psychological services via secure internet technology. For typical treatment (exceptions will be described below), I understand that I will not be in the same physical space as my clinician.

Technical Information and Requirements:

In order to participate in telepsychology sessions through Lafayette Psychology Center (LPC), I will need:

- A computer, tablet, or phone (no applications or software to download).
- An external or integrated webcam.
- An external or integrated microphone.
- An internet connection with a bandwidth of at least 10 MBPS. We recommend an Ethernet cable over Wifi when possible to ensure you receive the best possible connection through your internet provider.

Clinicians at LPC deliver services through TheraNest, a secure and HIPAA-compliant program that incorporates network and software security protocols from TokBox. These services assist LPC in protecting the confidentiality of patient information, including audio and visual data. It also includes measures to safeguard data and to aid in protecting against intentional or unintentional corruption.

Client Requirements:

I understand I must be currently living in the state of Louisiana, and the majority of sessions must take place in Louisiana. If I am vacationing, or am temporarily housed outside the state of Louisiana, I understand I can typically still use telepsychology services; however, this should be discussed with my clinician as far in advance as possible to ensure compliance with all relevant state laws and ethical practices.

I am aware that I must attend at least one session in-office with my clinician for intake to fill out relevant paperwork and to determine suitability for telepsychology services. Clients who are actively at risk of harm to self or others, or who are in an active phase of certain disorders are not suitable for telepsychology services. I understand that I may be asked to come for in-office sessions in the future should my clinician believe I am no longer suited for telepsychology services. I will also be asked to provide information about the locations (e.g., home address, work address, etc.) where I plan to receive telepsychology services should there be a disruption in services or a need for emergency services. I will be expected to provide my clinician or LPC office staff accurate location information for each telepsychology session.



What To Expect:

Just like in-office therapy at LPC, the frequency and duration of telepsychology sessions will be determined at my initial appointment and will be re-evaluated and altered as needed throughout treatment. I will not have to download any software or applications to participate. I will be provided with a link to click at my scheduled session time which will take me to a secure audio and visual interaction with my clinician. My session will not be recorded, and documentation will be consistent with practices for in-office therapy.

While most scheduling will take place via phone with office staff, I will receive a link to attend treatment session via email. I understand that email communication will be limited to basic issues such as scheduling, cancellations, or changes in contact information and that my clinician will not respond to personal and/or clinical concerns via email.

I understand that telepsychology services may have limitations compared to in-office interactions due to the potential limitation of audio or visual cues. Additionally, I understand that it is my responsibility to create a private space for therapy on my end of the interaction. I understand I may request in-office sessions with my clinician at any point during treatment.

Client Rights and Risks:

I understand I may decline telepsychology services at any time without jeopardizing my access to future care, services, and benefits.

I understand that my clinician has the right, at any time, to determine if telepsychology services are no longer appropriate for my case. Should this be determined, my clinician is required to continue with face-to-face services or to provide referral information for other services.

Telepsychology relies on the use of technology. While this allows for greater convenience for many clients, there are potential risks and limitations to services administered via technology. Specifically, there are risks in transmitting information over the internet that include, but are not limited to, breaches of confidentiality, theft of personal information, and disruption of service due to technical difficulties. I understand that despite best efforts to ensure high encryption and secure technology, there is always a risk that transmission can be breached and accessed by unauthorized persons. I also understand there is a risk that services could be disrupted or distorted by unforeseen technical problems.

There is a risk of my being overheard by anyone near me if I do not place myself in a private room during my session. I understand that I am responsible for creating a comfortable and safe environment on my end of the transmission just as it is the responsibility of my clinician to do the same on his or her side of the interaction.



I understand that there are exceptions to confidentiality that exist for in-person therapy services; these also apply to telepsychology services. These include, but are not limited to:

- The client or guardian gives written consent to release information to a designated individual or agency;
- The client makes specific violent threats to harm him- or herself or to harm an identifiable victim;
- The clinician is named as a defendant in a civil, criminal, or disciplinary action arising from the therapeutic relationship;
- The clinician receives an authentic subpoena backed by judicial authority that requires the disclosure of information;
- The clinician has reasonable cause to believe that a child or adult with a disability has suffered abuse or neglect.

Payment and Cancellation Information:

Payments for telepsychology must be made at the time of session. Cancellations made less than 24 hours in advance of the appointment and “no-shows” will be charged the full amount of the session.

Emergency Procedures:

If I need to speak with my clinician between appointments about an urgent issue, I will contact him or her at (337) 234-4912. My call will be returned as soon as possible, and an appointment will be scheduled as soon as possible with my clinician. I understand that an emergency situation (e.g., thoughts of hurting myself or someone else, having uncontrolled psychotic symptoms, heavily abusing drugs and alcohol, and/or any situation in which I am in a potentially life-threatening situation) is not appropriate for telepsychology services. If I am unable to access my clinician during this time, I understand I should immediately contact 911 or go to the nearest emergency room for treatment.

Signature of Client or Legal Guardian

Date



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Lafayette Psychology Center

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Signature of Clinician