



## Informed Consent to Teletherapy/Telemedicine

I and/or members of my family will be receiving teletherapy/telemedicine beginning today. I hereby attest that the staff of Evolve have explained to me the policies, procedures, and alternative methods to this treatment. In addition, I agree to follow the policy and procedures of teletherapy/telemedicine services. I have been given documentation of these policies as well.

I understand and agree to the following:

- If I have questions I may request specific information in writing at any time during the course of treatment.
- I had time to study this information and/or seek additional treatment options.
- That I must have my intake/initial assessment in person and every 6-8 weeks have one (1) face to face check in. This rule maybe waived with prior approval by the executive director and for valid reasons.
- I understand that teletherapy is NOT to replace face to face sessions. If I have a face to face sessions scheduled I may not be able to switch to teletherapy last minute out of convenience sake. All last minute switches need a justifiable reason and approval from your provider
- This consent is effective throughout my treatment at Evolve.
- I have the right to withdraw consent at any time, in writing.
- I understand that the benefits and cons of the proposed treatment will be or have been explained to me by my treatment provider.
- I understand that the staff at Evolve are trained in teletherapy/telemedicine and are retrained annually.
- I understand that evolve uses a HIPPA protected teletherapy/telemedicine program called Doxyme and that Doxyme is the only service that can be used for teletherapy/telemedicine (face time, snapchat, skype will not be used).
- Payments for services rendered are my responsibility, including no show (\$75.00) and cancelations that are less than 24 hours (\$75.00) fees, insurance co-payments and deductibles. Claims sent to insurance will be filed under the business name Saris Counseling or Evolve.
- I understand that because I will not be on site for appointments that I will either prepay or keep a credit card on file to pay for services rendered/co-payments/deductibles.
- I understand that in the event there are technical difficulties such as, internet services are not functioning, doxyme services is not working, power is out etc, the session will need to end (at no charge to you) and rescheduled for the next soonest available session.
- I understand that sessions over the phone or email do not qualify as teletherapy/telemedicine and cannot be a substitute for teletherapy/telemedicine.
- I understand and agree to having the appropriate equipment available for a teletherapy/telemedicine session such as a working computer with working camera and microphone, working internet etc.
- I understand and agree to having a confidential and private space for the teletherapy/telemedicine sessions.
- I understand that I need to have treatment providers available to me in my home town who will coordinate care with my Evolve team; Evolve team cannot be my only care team.
- I understand and agree to signing releases of information for my care team in my home town to coordinate care with the Evolve team. And to keep these releases current and active for the duration that I am using teletherapy/telemedicine services.
- I understand that if I am not compliant with the policies and procedures for teletherapy/telemedicine, teletherapy/telemedicine services will be revoked and discontinued.

Once you have reviewed the policy and procedure document, please sign below to indicate that you have obtained all information that you deem necessary and that you accept the policy and procedures outlined above. A copy of this form is supplied to you at your initial appointment, however you can always request additional copies.

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent/Guardian  
(Required if the client is under 18 years of age)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Agency Witness

\_\_\_\_\_  
Date

## Informed Consent for teletherapy/telemedicine services

Evolve is proud of our ability to offer cutting edge evidence based treatments to the clients we serve. For those of you who have difficulty accessing care we like to offer you teletherapy/telemedicine services. Because teletherapy/telemedicine services offer treatment on line, there are some risks to this service. We have created policies for Evolve staff and clients to follow. This is to ensure that clients are afforded quality treatment, confidentiality and respect at all times.

### **WHAT IS TELETHERAPY/TELEMEDICINE:**

Teletherapy/telemedicine is the use of telecommunication and information technology to provide clinical health care from a distance. It has been used to overcome distance barriers and to improve access to medical services that would often not be consistently available in distant rural communities.

### **TELETHERAPY/TELEMEDICINE PORTAL:**

We use Doxyme portal services for teletherapy/telemedicine sessions. Doxyme is a HIPPA compliant portal service that has been approved for teletherapy and telemedicine sessions. This will be the only service we use (face time and skype are not approved and will not be used).

Your provider will send you a secure link via email to register for Doxyme services. It is an easy to use service, but in the event there is difficulty with using this service our staff are all trained on how to use doxyme and will be able to assist you.

### **WHO CAN USE TELETHERAPY/TELEMEDICINE SERVICES:**

Teletherapy/ Telemedicine are online forms of treatment, often used during inclement weather or when there are barriers to access to care. We, by law, can only provide teletherapy/Telemedicine in the state we are licensed in so for example if you are traveling to California we could not meet with you on-line as we are not licensed in the State you are in. Evolve only licensed for the State of Wisconsin. Some providers may hold licenses in other States.

### **EQUIPMENT REQUIRED:**

In order to use Doxyme, clients will need a working computer with working microphone and camera. Internet access is also necessary. Use of a phone with internet access does not always work and is not recommended for this.

### **PROVIDER CARE TEAM REQUIRED:**

Because Evolve is an eating disorder treatment facility we require our clients to have a "local care team" that we can utilize for treatment implementation. For example if weight checks are needed, we will rely on you primary care doctor to perform weight checks and send that data to us. In order to utilize a "local care team" we need current and active releases of information on file at all times.

### **CANCELLATION AND NO-SHOW POLICY:**

A \$75.00 charge is billed for all appointments cancelled with less than 24 hours' notice. Insurance does not pay for missed sessions. This policy is in effect unless we determine that you were not able to make your appointment or give sufficient notice due to circumstances beyond your control.

No shows will be charged and billed to you at \$75.00. Because treatment sessions are in high demand and waiting lists for appointments are long, if there happens to be 3 consecutive missed appointments or late cancelations in a row your treatment will be terminated, and a list of referral sources will be provided for you. See interpreter section of this document for information about cancelling sessions that require the use of an interpreter—this cancelation policy is different as we need to adhere to our contractual obligations with the interpreter services we use.

### **FEES:**

There is no cost to the client for the Doxyme service.

Clients, however, are expected and responsible to pay for all services rendered. Some, but not all insurances cover teletherapy/telemedicine services. We will inform you prior to starting teletherapy/telemedicine if your insurance carrier will cover these services. If insurance does cover these services you are still responsible for any insurance deductibles and or co-payments. If your insurance carrier does not cover teletherapy services you are able to pay out of pocket for such services. The pricing for teletherapy/telemedicine services is the same for a face to face session. Because teletherapy/telemedicine is a remote service we require any payment to be made ahead of time or for you to keep a credit card on file for us to charge fees at the time of service.

**CONTACTING US:**

We make every effort to be available by telephone. Our Administrative Assistant is able to answer calls during normal business hours (Monday-Friday 8-6pm). We do have answering service in the event our Administrative Assistant is not able to get to the phone.

Our treatment of providers make every effort to return calls within 24 hours during normal business time, however some of our providers are part-time and are only available to return calls on their work days. If you are unable to reach us and feel that you can't wait for us to return your call, contact your primary care physician, psychiatrist or the nearest emergency room and ask for the behavioral health clinician on call.

You may also leave a message in the general group mailbox and our after-hours answering service will respond to your call. You may also contact the crisis center for the county in which you live in.

**HOURS OF OPERATION:**

The office is open Monday –Thursday 8am-6pm and Friday 8am-3pm. Hours for group and individual counselors will vary as not all of our providers have the same schedule, so please speak with your provider about their schedule. We are closed on major Holidays and weekends.

**BENEFITS, RISKS AND ALTERNATIVES TO TELETHERAPY/TELEMEDICINE SERVICES:**

Benefits: improved access to care, eliminates travel barriers and travel time, no need to cancel appointments due to inclement weather

Risks: Evolve treatment team will have limited access to provide care to clients, delayed response to care, possible slowed treatment progress, cost due to needing a local care team to assist Evolve with providing care.

Alternatives: face to face sessions, medications, treatment at a higher level of care facility, and no treatment.

**TREATMENT PROVIDER CREDENTIALS:**

All counselors, dietitians and medical staff at this clinic are licensed by the State of Wisconsin and hold an advanced degree in the specialty area of Social work, Counseling, Psychology, Dietetics, and Integrative Medicine. Continuing education is a top priority, so all providers attend classes, seminars, conference and the like on a regular basis and at Evolve are required to have more continue education credits than the State requires. All staff using teletherapy/telemedicine have been trained in these services as well as have been trained in how to use the Doxyme portal.

**TERMINATION/DISCHARGE CRITERIA:**

There are circumstances under which clients may be involuntarily discharged from teletherapy/telemedicine services, such as but not limited to failure to respect session times, failure to pay for treatment, failure to respect the boundaries and privacy of our staff, not following treatment recommendations that can be life threatening.

For teletherapy/telemedicine it is important to understand how important it is for clients to have local providers in their home town who can assist Evolve staff with providing the care and treatment clients need. Therefore, releases of information must be kept up to date and current as well as emergency contact information. If these documents are not current or you decline to complete these documents or decline to have a care team in your home town then teletherapy/telemedicine services cannot be used.

Before Evolve can involuntarily discharge a client the clinic shall notify the client in writing of the reasons for the discharge, the effective date of the discharge, sources for further treatment, and of the client's right to have the discharge reviewed prior to the effective date of the discharge.

All other discharges are performed after 30 days of no contact by the client with this office or when treatment is completed. We will make attempts by letter, phone, and or email to reach out to you prior to discharging you, however if we do not hear from you and it is over 30 days since last contact you will be discharged.