

Informed Consent for Telehealth Service (Page 1 of 3)

The following information is provided to clients who are seeking telehealth services. This document covers your rights, risks and benefits associated with receiving services, my office and services policies, and your authorization. Please read this document carefully and note any questions you would like to discuss.

Client's Rights

- You have the right to decide to end our counseling service at any time without prejudice. If you wish, I will provide you with the names of other qualified therapists.
- You have the right to ask any questions about procedures used during the counseling service. If you wish, I will explain my usual method of counseling practices with you.
- You have the right to refuse the use of any therapeutic techniques, and to learn about alternative methods of treatment. I will discuss these with you during our work together.
- Telehealth services are not appropriate for all clients. Generally, those who are experiencing suicidal ideation or altered mental status are not appropriate. Should telehealth services not be a good fit for you, I will assist in finding alternative options.

Benefits and Risks of Telehealth

- Telehealth refers to counseling services that occur via video conferencing. All of our interactions will fall under this term. When using technology, there is always the risk of security issues, as well as technical issues (computer or software not working, etc.).
- Since telehealth generally only shows faces rather than full body, some nuances of communication via body language can be missed. Likewise, if there is a poor video or sound connection, communication can be difficult or less clear. Much like with texting conversations, it's important to check in and make sure what you are communicating and what you are hearing is accurate and understood as intended.
- In addition to the identified risk and setback, there are several benefits that come from using technology. For instance, it allows therapists to connect with people who may otherwise not be able to access services, there is an opportunity for more convenience in being able to connect from a space of your choosing. In order to protect your confidentiality and to facilitate the security of your information as much as possible, please read the following list and place your initials denoting your agreements to these terms:
 - _____ Engage in sessions in a private location where you cannot be heard by others
 - _____ Make sure you have a private space to be in where you won't be disturbed
 - _____ Refrain from recording any sessions
 - _____ Password protect any technology you will be interacting with your counseling on
 - _____ Always log out once sessions are complete
 - _____ Verbally provide your counselor with your present location at the beginning of each session
- Another benefit of telehealth is the proactive intention to prevent the outbreak of and to curb the spread of a global pandemic.

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Emergency Management Plan

New Light Counseling Service does not provide emergency services. In the event of an emergency, it is imperative you are aware of resources in your area. As a precaution, please identify two (2) nearby emergency hospitals below. In addition, you will need to provide information for an emergency contact person. These all need to be filled out to participate in telehealth services.

Hospital #1 Name:	
Hospital #1 Address:	
Hospital #1 Phone:	

Hospital #2 Name:	
Hospital #2 Address:	
Hospital #2 Phone:	

Emergency Contact Name:	
Emergency Contact Phone:	

New Light Counseling Service Telehealth Platform: Doxy.Me

- Please note that doxyme is in compliance with my licensing board's requirement of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
- To begin a session, I will send you an email invitation through my private practice email tingyi@newlightcs.com with a link prior to our appointment. You can simply click on the link at our appointment time, which will take you directly to the virtual waiting room.
- Doxyme will notify me once you enter the virtual waiting room, then I will click to start the session.
- You do not have to download any apps to use doxyme.
- Doxyme is the only telehealth platform that New Light Counseling Service is utilizing.
- Use Chrome, Firefox, or Safari as your browser can sometimes be better than Explorer.
- Please make sure your volume is up and that your video and microphone and video camera are on (usually this happens automatically).
- Please make sure all unnecessary web-browsers are closed and that no one else in your home is using the wifi for streaming (or at all, if possible)
- There is a chat function on the bottom right of the screen, which we can use to type a message to each other if we can't hear each other.
- If the signal is bad, simply restart your computer and click on the email link again and wait for me to join again. If more than 5 minutes have gone by, and you haven't been able to re-connect with me on doxyme, please feel free to call or text me at 650-676-0405 and we can discuss a plan accordingly.

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Contacting Your Counselor

Email is the main form of contact that will be used outside of the consultation and sessions. New Light Counseling Service uses an email account that has HIPAA-compliant business associates agreements (BAA). Please note that email is not secure, so communication should be limited to scheduling questions, providing resources, and supplying any applicable insurance information.

Payment for Services

- While New Light Counseling Service accepts both cash and check for in-person, face-to-face appointments, only check or electronic payment is accepted for telehealth services.
- Check should be made payable to Ting-Yi Huang, and mailed to 1419 Burlingame Avenue, Suite S, Burlingame, CA 94010.
- Electronic payment is accepted on PayPal using the email of tingyi@newlightcs.com.
- Payment shall be made following our session. In the event that a payment is not made within one week after an appointment, the following appointment will not proceed.
- In the event a client is behind payment of one appointment, service will be temporarily suspended till the payment is made in full.
- In the event a client is out of contact for more than 21 days, services will be concluded.
- If you need to cancel or reschedule a telehealth appointment, please provide a 24-hour advanced notification. Cancellations that are not made within 24 hours of the confirmed session time are subject to a penalty fee equivalent to the full session fee as delineated in the Service Agreement Form.
- New Light Counseling Service provider practices as an out-of-network (OON) provider, therefore this form serves as an agreement that the session fees will be paid in full at the time that services are provided, and each out of network claim will be handled by the policy holder.
- Please note that the session fee will be waived or reduced when a technical issue caused by the platform or by New Light Counseling Service provider significantly disrupts the session.
- Please note that client will be responsible for the full session fee when a technical issue caused by client significantly disrupts the session.
- Please note that New Light Counseling Service provider will email the monthly bill statement within 10 days of the last appointment of each month.

Authorization for Treatment

I, _____ (Please Print Name), authorize evaluation and treatment from New Light Counseling Service provider Ting-Yi Huang. I acknowledge that I may request a copy of this informed consent agreement. It is agreed that either of us may discontinue services at any time without prejudices.

Signature _____

Date _____