



Teletherapy Informed Consent Form 2020

We recognize that we are in a changing world which calls for adjustments to our usual routines and practices, one of those being virtual psychotherapy sessions (not in-person, either by phone or video). This document seeks to inform people about basic benefits and risks inherent in teletherapy; it supplements our original informed consent agreement and does not change the terms of that agreement. Please read and sign below.

Prior to starting teletherapy services, we discussed and agreed to the following:

- There are potential benefits and risks of teletherapy, such as risks to confidentiality if other people overhear conversations not held in a private space, and technology glitches and failures (poor connections, for example).
- Therapist and client agree to honor confidentiality for teletherapy, and agree not to record the session without written permission from the others person(s).
- Therapists are not necessarily technical experts but will try to help clients use the particular teletherapy platform selected for virtual sessions on client devices.
- Ordinarily, teletherapy requires both parties to use a webcam or smartphone during the session, but currently, regular phones are also permitted.
- Therapist and client both agree to locate in a quiet, private space that is free of distractions (including other devices) during the session.
- Therapist and client agree to use a secure internet connection whenever possible, rather than public/free Wi-Fi (to improve the likelihood of confidentiality).
- Therapist and client agree to do our best to be on time. If either needs to cancel or change an appointment, notification should be in advance by phone or email.
- Client will provide (or has already provided) a back-up phone number or email address in the event of technical problems, to facilitate restarting or rescheduling.
- Client will provide current physical address & emergency contact in case of crisis.
- Willow will do its best to research insurance coverage for telehealth, but clients should also confirm with their insurance plan as clients remain responsible for deductible and coinsurance and copays (which at times vary for telehealth).
- Therapist has the discretion to determine if or when teletherapy is not an appropriate option, and to recommend either a higher level of care or the resumption of in-person sessions if possible.

Signature: Your signature below indicates that you have read the information in this document and agree to abide by its terms during our professional relationship.

Client name (print please)

Client signature

Date