



# CONSENT TO TELEMENTAL HEALTH

PORTLAND MENTAL WELLNESS  
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## PURPOSE OF THIS ADDITIONAL CONSENT

Considering the additional factors involved in achieving and maintaining your privacy and personal health information (PHI), additional consent is required to proceed with telemental health services. Please refer to your original Consent to Treatment form for reference, as all of the elements listed in that document remain in effect.

## OVERVIEW

You will need access to the certain technological services and tools to engage in telemental health-based services with Portland Mental Wellness. Telemental health has both benefits and risks, which we will be monitoring as you proceed with your work. It is possible that receiving services by telemental health will turn out to be inappropriate for you, and that you may have to cease work by telemental health. You can stop work by telemental health at any time without prejudice. You will need to participate in creating an appropriate space for your telemental health sessions. You will need to participate in making a plan for managing technology failures, mental health crises, and medical emergencies. Portland Mental Wellness follows security best practices and legal standards in order to protect your health care information, but you will also need to participate in maintaining your own security and privacy.

## FEES

The fee for telemental health services are consistent with the typical fees assessed for in-office sessions. The fee for individual sessions is \$160 per 60 minute session for individuals. The fee for couple's sessions is \$165 per 60 minute session or \$190 per 90 minute session. Sliding scale fees for those experiencing financial hardship will be determined on a case-by-case basis.

## PORTLAND MENTAL WELLNESS METHOD

Services delivered via telemental health rely on a number of electronic, often Internet-based, technology tools. These tools can include videoconferencing software, email, text messaging, virtual environments, specialized mobile health ("mHealth") apps, and others. Portland Mental Wellness provides telemental health services using Telehealth by Simple Practice. You will need access to internet service to use Telehealth in order to engage in telemental health therapy sessions. If you have any questions or concerns about Telehealth, please address them directly so you can discuss their risks, benefits, and specific application to your treatment.

## BENEFITS AND RISKS OF TELEMENTAL HEALTH

Telemental health allows clients to receive services at times or in places where the service may not otherwise be available, receive services in a fashion that may be more convenient and less prone to delays than in-person meetings, and to receive services when you are unable to travel to the service provider's office. The unique characteristics of telemental health media may also help some people make improved progress on health goals that may not have been otherwise achievable without telemental health services. Telemental health services can be impacted by technical failures that may introduce risks to your privacy, and may reduce your service provider's ability to directly intervene in crises or emergencies. Here is a non-exhaustive list of examples: internet connections and cloud services could cease working or become too unstable to use; cloud-based service personnel,

IT assistants, and malicious actors ("hackers") may have the ability to access your private information that is transmitted or stored in the process of telemental health-based service delivery; computer or smartphone hardware can have sudden failures or run out of power; or local power services can go out. Interruptions may disrupt services at important moments, and we may be unable to reach you quickly or using the most effective tools. We may also be unable to help you in-person. There may be additional benefits and risks to telemental health services that arise from the lack of in-person contact or presence, the distance between you and us at the time of service, and the technological tools used to deliver services. We will assess these potential benefits and risks, sometimes in collaboration with you, as your relationship progresses.

## ASSESSING TELEMENTAL HEALTH'S APPROPRIATENESS

Although it is well validated by research, service delivery via telemental health is not a good fit for every person. We will continuously assess if working via telemental health is appropriate for your circumstances. If it is not appropriate, we will help you find an alternative to continue services.

Please talk to us if you find the telemental health media so difficult to use that it distracts from the services being provided, if the medium causes trouble focusing on your services, or if there are any other reasons why the telemental health medium seems to be causing problems in receiving services. Raising your questions or concerns will not, by itself, result in termination of services. Bringing your concerns to our attention is beneficial to the process.

You have a right to stop receiving services by telemental health at any time without prejudice. It is important to remember that, barring health considerations, services will continue to be offered in-person at the Portland Mental Wellness office.

## OPTIMAL TELEMENTAL HEALTH ENVIRONMENT

You will be responsible for creating a safe and confidential space during sessions. You should use a space that is free of other people. It should also be difficult or impossible for people outside the space to see or hear your interactions with us during the session. If you are unsure of how to do this, please ask us for assistance.

## BACKUP COMMUNICATION PLAN

At our first session, we will develop a plan for backup communications in case of technology failures and a plan for responding to emergencies and mental health crises. In addition to those plans, we have the following policies regarding communications: the best way to contact your provider between sessions is via text or phone call at 503.505.9672 or email at hello@portlandmentalwellness.com with your acknowledgement that your privacy cannot be insured. To guarantee privacy, please use the secure messaging option found in your client portal. Please note that typically all forms of communication you exchange with us will become a part of your health record. We will respond to your messages within 24 hours, barring weekends and holidays, where responses may be delayed.

## YOUR SECURITY AND PRIVACY

Portland Mental Wellness' use of Telehealth assures that the software and hardware tools used adhere to best practices in terms of security, legal standards, and protection of your PHI in a manner that assures your records are not lost or damaged.

Please note, you have a critical role to play in maintaining your PHI security. Please use reasonable security protocols to protect the privacy of your own health care information. For example: when communicating with Portland Mental Wellness, use devices and service accounts that are protected by unique passwords that only you know. Also, use the secure tools that Portland Mental Wellness has supplied for communications, i.e. the secure messaging feature found in your client portal.

## RECORDING

Please do not record video or audio sessions without first discussing this with Portland Mental Wellness. Making recordings can quickly and easily compromise your privacy, and should be done so with great care. Portland Mental Wellness will not under any circumstances record video or audio sessions when using Telehealth.

I have read and understand the above statements. I have been given the opportunity to review and discuss information in this document with my provider. By signing this document I consent to telemental health treatment and agree to the terms and conditions of this treatment. I may revoke this agreement in writing at any time.

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PRINTED NAME

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SIGNATURE

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DATE