

**Brighter Futures Counseling, PLLC**  
*1002 North Mulberry Street, Elizabethtown, KY 42701*  
*(270) 982-9292*

**Consent for Telehealth Services**

Effective 03/20/2020

Thank you for choosing Brighter Futures Counseling, PLLC for your ongoing counseling and therapy needs. This document contains important information about our telehealth services. Please read this carefully and feel free to ask any questions that you may have. You will be asked to sign this document at the end, signifying your consent for telehealth services. Please note that signing this agreement does not negate or change any of the policies you formally agreed to in our Professional Service Agreement you signed at intake.

\*\*Please note that whenever the term “you” or “your” is used in this document it refers to any client being seen, whether adults or minors.

**What are Telehealth services and when are they used?**

Telehealth services are used when mental health providers cannot be physically present with you to evaluate your mental health needs or to provide needed therapy services. Mental health providers will be present at another location and available to serve you through available HIPAA compliant technology. Instead of talking to someone on the phone at another location, Telehealth services use a webcam on a smart phone, tablet, or computer to send both voice/audio and personal images (video) between you and your mental health provider so not only can you talk to each other, but you can also see each other. This allows mental health providers to make a better evaluation of your needs and to better provide therapy. When video capabilities are not available, your mental health provider can connect with you utilizing audio only.

**What is the Purpose of Telehealth services?**

The purpose of telehealth is to provide therapy remotely to ensure no interruption in services due to the Coronavirus Pandemic. Your mental health provider will utilize telehealth to provide and/or review your mental health information for the purpose of evaluation, diagnosis, treatment planning, therapy, coordination of services, and/or education.

**How do Telehealth services work?**

You and/or your child will be in a private area of your home or other location of your choice. You will choose either a smart phone, tablet, or computer with internet capabilities and a webcam. Your mental health provider will also be in a private room, either at his/her home or at the Brighter Futures Counseling office, with the same type of equipment. When the session is ready to begin, you will click the link provided to you in an email previously sent to you by your mental health provider. You will choose to connect through computer audio and/or through video, depending on your capabilities—this will allow you and your provider to see and/or talk to one another through your electronic devices. When the session is over you and/or your mental health provider will simply “end the meeting” within the HIPAA compliant software.

**How is it different from a regular session with mental health staff?**

For many clients, other than you and your mental health provider not being in the same room together, there is very little difference in the session. Your child and his or her mental health provider will engage in much the same way as

they do when together in the same room—they will discuss your child’s ongoing mental health needs and the therapist will provide mental health therapy as usual. The mental health provider will then document the session in your child’s electronic health record (EHR) as normal. For younger children, the differences are a bit more in that your provider is not able to engage in play therapy with your child as would normally happen if in the same room. However, your child will still be able to engage in expressive and play therapy in his/her room with the mental health provider available through the webcam to continue to be present, talk with, and provide therapy as your child utilizes items in their home for his/her expressive and play therapy needs.

### **What happens if I choose not to consent to Telehealth services?**

If you choose not to consent to Telehealth services, we will be unable to provide you with convenient and readily available therapy services with our agency due to the current Center for Disease Control (CDC), state, and federal government recommendations related to social distancing due to the Coronavirus Pandemic. Your services can be rescheduled for a later date when the CDC, state, and federal governments no longer recommend social distancing. We will also ensure you are given information about other local agencies who are continuing in-person services. You can also call 911 or go to your local emergency room should you have a mental health emergency.

By signing below, you are stating that you understand the following and consent to Telehealth services with a mental health provider through Brighter Futures Counseling, PLLC.

### **I understand that:**

1. I have the option to withhold consent at this time or to withdraw consent at any time, including any time during a session, without affecting the right to future care or treatment services.
2. The potential benefit of telehealth services is that I will be able to begin and/or continue therapy services with my mental health provider while the Coronavirus Pandemic causes ongoing restrictions to in-person therapy services at Brighter Futures Counseling, PLLC.
3. The potential risk to telehealth services is that there could be a partial or complete failure of the equipment being used which could result in your mental health provider’s inability to complete the therapy session—if this were to occur, your mental health provider will contact you immediately by phone to finish the session. Additionally, there may be specific situations that arise where telehealth is counter-indicated for a particular issue or concern or that a particular treatment need is unable to be met through telehealth. I understand that if telehealth services are not in my best interest, my provider will explain that to me and suggest alternative options better suited to meet my needs.
4. Telehealth therapy sessions include consultation, treatment, transfer of medical data, emails, telephone conversations, and education using interactive audio, video, or data communications.
5. Telehealth therapy services involve the communication of my medical/mental health information, both orally and/or visually.
6. Telehealth therapy services and care may not be as complete as in-person therapy services. I understand that there are potential risks and benefits associated with any form of mental health therapy, and that despite my efforts and the efforts of my therapist, my condition may not improve and in some cases, may get worse. I understand that I may benefit from online counseling but that results cannot be guaranteed or assured.
7. There is no permanent video or audio recording kept of the telehealth therapy sessions.
8. All existing confidentiality protections apply.
9. All existing laws regarding client access to mental health information and copies of mental health records apply
10. That by receiving therapy services through telehealth, nothing about the therapist’s responsibility to report abuse and/or neglect changes.
11. Dissemination of client identifiable images or information from the telehealth therapy sessions to researchers, presenters, or other entities shall not occur without the written consent of the client/client guardian.

12. In rare circumstances, security/privacy safeguards could fail, causing a breach of client privacy/confidentiality. Due to the nature of the technology, I further understand that there will always be a higher risk of someone hacking or gaining unauthorized access to electronic communications, as opposed to in-person communications. If a breach should occur, your provider will notify you immediately by phone and in writing.
13. Telehealth therapy providers through Brighter Futures Counseling do not provide emergency services. If I am experiencing an emergency where I am at risk of harming others, or myself I understand that I can call 911 or proceed to the nearest emergency room.
14. During this time, it is likely that your provider will need to communicate with you through text messaging and/or electronic mail (e-mail). Please recognize that we cannot guarantee that these forms of communication are secure/private/confidential. These forms of communication are easily accessible to others who may view your text or e-mail and are susceptible to hacking. By signing this agreement, you are allowing your provider to text and e-mail you about your appointments. No protected health information (PHI) will be transmitted by your provider through text or e-mail unless done so through HIPAA compliant communication.
15. Please review “addendum one” to this consent which provides the contact information for your provider along with their telehealth training, their credentials, and their licensing information—including the board with which they are licensed.

**Consent:**

By signing below, I verify that I have read the terms of this document and that I have been given the opportunity to ask any questions I may have. Also, by my signature below, I am giving consent for myself and/or my child receive telehealth therapy services from Brighter Futures Counseling, PLLC.

\*\*Please do not hesitate to ask any questions at any time. \*\*

Client Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

My signature below means that I consent to be treated through telehealth and have read and agree to all of the points described in this agreement.

\_\_\_\_\_  
**Client/Guardian Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Client/Guardian Name (Print)**

\_\_\_\_\_  
**Date**

## Provider Contact, Telehealth Training, and Licensure Information

### **C.J. Quick, LPCC-S, LMFT, RPT-S**

*Co-Owner & Outpatient Therapist*

C: 270-505-3443

[cquick@brighterfuturescounseling.org](mailto:cquick@brighterfuturescounseling.org)

KY Boards of Professional Counselors, LPCC-S, License # 105658, 2/2013

KY Board of Licensure for Marriage and Family Therapists, LMFT, License #168429, 7/2016

Master of Arts in Education from Western Kentucky University in Professional Counseling and Marriage and Family Therapy, 2008

Bachelor of Art in Psychology, Transylvania University, 2006

Telehealth Training: *15 Hour Technology Assisted Services Workshop* provider by Interactive CE Trainings (IceT).

### **Beth Brown, LPCC-S, RPT-S**

*Co-Owner & Outpatient Therapist*

C: 270-505-3935

[bbrown@brighterfuturescounseling.org](mailto:bbrown@brighterfuturescounseling.org)

KY Board of Professional Counselors, LPCC-S, License # 105393, 3/2013

Master of Education in Counseling and Human Development, Lindsey Wilson College, 2009

Bachelor of Science in Family and Consumer Sciences, University of Kentucky, 2006

Telehealth Training: *Introduction to TeleMental Health; Legal Aspects of TeleMental Health; Ethics of using Technology in Behavioral Health; Emergency Management Planning for TeleMental Health; Ethical and Clinical Skills of Video and Phone Sessions* provided by Telehealth Certification Institute

### **Sarah Reynolds, LCSW**

*Co-Owner & Outpatient Therapist*

C: 270-505-9175

[sreynolds@brighterfuturescounseling.org](mailto:sreynolds@brighterfuturescounseling.org)

KY Board of Social Work, LCSW, License # 3935, 08/2012

Master of Social Work, Western Kentucky University, 2010

Bachelor of Science in Social Work, Western Kentucky University, 2009

Telehealth Training: *Introduction to TeleMental Health; Legal Aspects of TeleMental Health; Ethics of using Technology in Behavioral Health; Emergency Management Planning for TeleMental Health; Ethical and Clinical Skills of Video and Phone Sessions* provided by Telehealth Certification Institute

### **Chris Longoria, LCSW, RPT**

*Outpatient Therapist*

C: 270-872-3540

[clongoria@brighterfuturescounseling.org](mailto:clongoria@brighterfuturescounseling.org)

KY Board of Social Work, LCSW, License # 253123, 01/2018

Master of Science in School Work, University of Louisville, 2015

Bachelor of Arts, Western Kentucky University, 2013

Telehealth Training: *Telehealth for Mental Health Professionals: 2 Day Distance Therapy Training* provided by PESI

### **Krista Mitchell, CSW**

*Outpatient Therapist*

C: 270-312-8673

[kmitchell@brighterfuturescounseling.org](mailto:kmitchell@brighterfuturescounseling.org)

KY Board of Social Work, CSW, License # 253322, 05/2018

Master of Social Work, Campbellsville University, 2018

Bachelor of Science in Early Childhood Education, Campbellsville University, 2015

Telehealth Training: *Telehealth for Mental Health Professionals: 2 Day Distance Therapy Training* provided by PESI