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## **TELETHERAPY/TELEMEDICINE & ELECTRONIC COMMUNICATION POLICY CONSENT FORM**

Please read and sign the following (2pgs):

To maintain clarity regarding my use of teletherapy and electronic communications during your treatment, please read the following policy. My goal is to carefully protect your health information/confidentiality. However, many common ways of electronic communication (texts, emails, etc.) can put your privacy at risk and be inconsistent with laws or standards of my profession. As a result, this policy has been prepared to educate about confidentiality issues related to your treatment and to assure you of my adherence to the highest ethical and legal standards of my profession.

If you have questions about this policy, please feel free to discuss with me. Briefly summarized, texting, email, video chatting (FaceTime, WhatsApp) or even office voicemail are not HIPAA protected. This is why in-person sessions, calling me directly, or HIPAA-protected teletherapy are the best and most secure forms of communication with me. Specifically, please read further:

### **1. Teletherapy/Telemedicine Appointments**

Teletherapy (via Doxy.me--a HIPAA protected video chat platform) is available at my office as an alternative to in-person meeting. Please choose a room that is quiet, confidential, and secure for our session(s) without family members interrupting or other distractions. To maintain security, no sessions are recorded. Also, use a secure internet connection, not a public/free WIFI.

You are responsible for contacting your insurance company to assure the type of video chatting (teletherapy) being used is covered by your particular plan. Missed appointments will be billed as a regular session. If you need to reschedule, please contact Dr. DeMuth in advance.

How teletherapy works: I send you a reusable link via email. Please save this link for future sessions. To start a session, click on the link and sign-in with your *first name* to my virtual waiting room. *It important to be on time for your session.* Required for best quality sessions: Up-to-date Google Chrome browser, strong internet connection, and not too many users at the same time on a home WIFI. If Doxy.me fails, we can find other virtual options.

### **2. Email Communications**

I use email communication only with your permission and only for limited administrative purposes (e.g. confirming appointments, if desired). This means that email exchanges with me are rare. Please do not email me about clinical matters because email is not a secure way to contact me and the Doxy email account is infrequently checked. If you need to discuss a clinical matter with me between our session or it is pressing (will not wait), please call, leave a message for a return call, or wait to discuss it during your next therapy session. Dr. DeMuth has two email accounts. One is used for the Doxy therapy invitations and the other by

my office manager, Joann. Any email from Joann on scheduling or billing comes from the [dr.nancy.demuth@comcast.net](mailto:dr.nancy.demuth@comcast.net) account.

### 3. Text Messaging

Text messaging is not secure. I respond to text messages from anyone in treatment with me if we keep them short, administrative (e.g. appointment time changes), and non-clinical in content. When responding to texts, I never sign my name to help protect confidentiality and use a text number not associated with my website office number. In certain circumstances, we may make different arrangements for texting, but that should be discussed with me first. Important: Same day changes or running late, text me as I often do not have time to check voicemail between clients.

### 4. Office Voicemail

This is the way we begin our contact and good for sharing general messages, not detailed clinical information. Again, it is not HIPAA protected, but Verizon has some layers of security on our business line.

### 5. Social Media

I do not communicate with, or contact, any of my clients through social media platforms like Twitter and Facebook. I participate infrequently in social networks. As a general guideline: Please be aware that any communications with clients online has a high potential to compromise a professional relationship. I request that you do not try to contact me in this way. I would not respond.

### 6. My Website – [drnancydemuth.com](http://drnancydemuth.com)

The above website I encourage you to browse. It provides information about me and my practice. and resources recommended. You are welcome to access and review the [Meet Dr. DeMuth](#) section and, if you have questions, we can discuss this during your therapy sessions. Note: Under [Resources](#) on my website menu bar, I have recommended favorite books. Links have been provided to Amazon for your convenience. I get no financial remuneration back from Amazon.

### 7. Web Searches

I will not use web searches to gather information about you without your permission or instruction.

I have read/understand the above policy statement and consent to treatment by teletherapy and/or to the other electronic communication practices outlined above.

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Client

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Date

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Dr. DeMuth

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Date