



**Nancy Marwick DeMuth, Ph.D., M.B.A.**

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## **TELETHERAPY & 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 and sign the following policy. My goal is to carefully protect your health information and confidentiality. There are many types of electronic communication (texts, emails, etc.) that can put your privacy at risk. As a result, this policy has been prepared to educate about confidentiality issues related to your treatment and to assure adherence to the highest ethical and legal standards of care.

If you have questions about this policy, please feel free to discuss with me. **Briefly summarized, texting, email, video chatting (FaceTime, Zoom, etc.) or even office voicemail are not HIPAA protected.** This is why in-person sessions, calling me directly, or HIPAA-protected teletherapy platforms (Doxy.me & Sessions) are the best and most secure forms of communication with me. For details, please review the following:

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

Teletherapy visits are available via HIPAA protected video platforms Doxy.me or Sessions. Please choose a room that is quiet, confidential, and secure for our online session(s) without family members, pets, or other distractions. Please use a secure internet connection, not a public/free WIFI. To maintain security, no sessions are recorded.

You are responsible for contacting your insurance company to assure this type of online teletherapy being used is covered by your particular plan. Missed appointments will be directly billed to you as a non-insured session. If you need to reschedule, please contact Dr. DeMuth more than 24 hours 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 is important to be on time for your session.* Before we meet, it is highly recommended to make sure that Google Chrome browser is up to date and that you have strong internet connection.

### **2. Email Communications**

Except for online appointment invitations, emails are NOT generated from my office because they are not HIPAA protected. Please do not email me about clinical matters. If you need to discuss an urgent clinical matter between our sessions, please call and leave a message for a return phone call. I make every effort to return your call the same day. If your needs are immediate, please contact Crisis Intervention at (717) 763-2222. Reminder: We do not have email contact for billing issues because of HIPAA privacy concerns. For billing or other office matters, please contact my Office Manager directly by leaving a voice message at (717) 763-8144. My office only sends outstanding bills by USPS.

### 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 confirmations or 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 office number. Important: please text me for same day changes or when running late, as I do not have time to check voicemails 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. If you do not want any voice messages left on your phone by my office, please notify me at your first appointment.

### 5. Social Media

I do not communicate with, or contact, any of my clients through social media platforms like Facebook and X. I participate infrequently in social networks. As a general guideline, social media communications can compromise our professional relationship. I request that you do not try to contact me in this way. I will not respond.

### 6. My Website – [dr.nancy.demuth.com](http://dr.nancy.demuth.com)

I encourage you to browse my website. It provides information about me, my practice, and recommended resources. You are welcome to access and review the [Meet Dr. DeMuth](#) section and, if you have questions, you can discuss with me during your therapy sessions. Under [Resources](#) on my website menu bar, I have listed favorite books with links to Amazon for your convenience. I receive no financial remuneration 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 electronic communication practices above.

Client  
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Date  
\_\_\_\_\_

Dr. DeMuth  
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Date  
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