

TELEMENTAL HEALTH POLICY & INFORMED CONSENT ADDENDUM

Welcome! My name is Ina Lasmane, MA, LMFT. I am a licensed Marriage and Family Therapist in private practice Minnetonka, Minnesota, Lic# 1970. You have to be physically located within Minnesota, United States in order to receive Telemental health services from me. The law currently does not allow me to practice psychotherapy outside of the state lines.

What is Telemental health? It is a distance therapy that uses technology to meet the therapeutic needs of clients in a location different from the mental health professional either synchronously or asynchronously. I use synchronous live video-conferencing via **Doxy.me**, a HIPAA compliant Telehealth platform. In order to participate, you will need a computer or a tablet with a built-in camera and microphone and a good internet connection. A smartphone is not preferred due to a small screen size and because some Telehealth platform's features do not work on smartphones.

Benefits of Telemental Health: It is convenient, practical, and more affordable. Telehealth can save time and travel expenses to the therapist's office. Telemental health has shown to be at least comparable to in-person therapy. In addition, Telehealth can help people to obtain counseling services they could not have such as busy professionals can access therapy during non-working hours. Also, parents with no childcare or busy schedules can obtain services easier. People living in remote rural areas may have access to quality care. People with limited mobility who are homebound can access care easier. Treatment can happen quicker in many cases using Telemental health.

Risks of Telemental Health:

- 1. Telemental Health is not Suited for Everyone.** Telemental health is not suited for people with serious and persistent mental illness, including serious depression, suicidality, impulse control, or violent tendencies or people with serious medical needs. Telemental health may not be suited for people with certain disabilities, people with limited language capability, and people with limited knowledge of technology. During the initial session, we will determine if Telemental health is appropriate modality for you.
- 2. On-line Security Concerns.** No communications (video-conferencing, emails, texts and so forth) via electronic means and internet are 100% secure and can be intercepted. Also, unintended breaches may happen. To ensure your safety, I use **Doxy.me**, a Telehealth platform, that complies with HIPAA, GDPR, PHIPA/PIPEDA, & HITECH requirements. All data is encrypted and patient sessions are anonymous. In addition, I recommend that you do your part to secure your device such as:
 - Make sure that your device has a firewall and that it is up-to-date with the software and security updates.
 - Please only use secure network or Wi-Fi. A secure network is a network that can only be accessed by entering a key or a password.
- 3. Privacy Concerns.** Your Telehealth sessions are intended to be private. Since I am at a location different than you, I cannot ensure that your location is private and confidential. Therefore, here are some rules:
 - Friends and family members, including your children, who are not part of your therapy, may not be in the room with you during your Telehealth sessions.
 - Use a room where you will not be interrupted or overheard. Open public spaces such as coffee shops, bars, grocery stores or walking trails etc. are not private.
 - If you initiate your session from a setting that is not private, you will be asked to reschedule. In addition, you will owe me a late cancellation fee.
 - Our sessions will not be recorded by either party without a signed, written permission by both of us. A violation of this rule will be grounds for termination.

- Remove any personal objects (pictures, documents and so forth) from your surroundings that you do not want me to see.
- If you have pets, please ensure that they are kenneled and away from the area we are meeting. Pet noises or pet that roam free can be disruptive to our sessions.

4. Modality Limitation –EMDR, BSP, A.R.T. Therapeutic modalities like EMDR, Brainspotting (BSP), and Accelerated Resolution Therapy (A.R.T) might be challenging. The session may feel very different compared to in-office therapy. Not all features of EMDR, BSP and ART can be adapted to Telemental health. Therapist-client attunement and personal connection could be lost due to technology and distance. Because of the severity and intensity of the trauma for some clients Telemental health may not be a good fit. No research is available as of yet that neither confirms nor denies EMDR, BSP and ART’s efficacy via Telemental health.

5. Technical Issues & Hang-Ups.

- If we get interrupted due to technical issues, slow speed or accidental hang-ups, we will attempt to reconnect via **Doxy,me** platform 2 times. If we are unable to reconnect due to technical issues, we will continue our session by phone. I will call you. If you do not hear from me within 5 minutes, please call me at 612-559-8704.
- If you are in crisis and we get disconnected or you intentionally hang up during our Telehealth session, I will attempt to reach you twice by phone. If you do not respond and I have a reason to believe that you might be a threat to yourself or others or that you might be in physical danger, I will call 911. Police and ambulance will be dispatched. Please refer to the master policy for handling crisis between the sessions.

When Using Insurance: Not all insurance carriers cover Telemental health. Call your insurance to determine if Telemental health is a covered service under your policy. If it is covered, your coverage and payment should be the same as an in-office visit. Minnesota has a parity law which mandates insurances to reimburse Telehealth sessions the same as in-office visits. You can also self-pay for the sessions. A sliding fee is available on a limited basis.

How to Dress for Telehealth: Dress appropriately like you would dress for work or a business meeting. Also eating, smoking, drinking alcoholic beverages, or using mood altering substances is not allowed during our Telemental health sessions.

Cancellation policy: The cancelation policy for Telehealth sessions is the same as for in-office therapy sessions. Please refer to the Master Policy. When switching from Telehealth to in-office or from in-office to Telehealth sessions (even though you are not cancelling), please provide the same notice as for cancelations. Last minute switches will not be accepted as it takes time for me to restart my computer, clear my browsing history, and prepare technology for our call.

How to Have a Successful Telehealth Session: Arrive 10-15 minutes early so you have time to prepare your device for a successful call such as a) clear your browsing history and restart your device before each call, b) close any open programs or application on your device, c) eliminate background noise – fans, speakers, dogs barking etc., d) adjust lighting, 5) set volume at 50%, 6) have your phone fully charged as a backup in case we experience technical difficulties so we can default to a phone call if necessary. Please note, that if you share your internet connection with other users who are gaming or streaming at the time of your session it may interfere with your session by reducing the quality and speed of your transmission.

Client Signature: _____

Date: _____

Parent/Guardian Signature: _____

Date: _____

Payee/Responsible Party Signature (if different than self): _____

Date: _____