



Telemental Health (TMH) Informed Consent

Client Printed Name: _____

Location Client Will Be for Sessions: _____

This document is an addendum to the PLU Counseling Center standard informed consent and does not replace it. All aspects of informed consent for treatment in that document apply to Telemental Health (TMH) treatment. TMH refers to counseling sessions that occur via phone or videoconference using a variety of technologies. TMH is offered to improve access to counseling services to PLU students when significant barriers to in-person counseling services exist. However, the results of TMH cannot be guaranteed or assured. You are not required to use TMH and have the right to request other service options or withdraw this consent at any time without affecting your right to future care or treatment at the PLU Counseling Center.

TMH services may not be appropriate, or the best choice of service for reasons including, but not limited to: heightened risk of harm to oneself or others; lack of access to, or difficulty with, communications technology; significant communications service disruptions; or need for more intensive services. In these cases, your counselor will help you establish referrals to other appropriate services.

TMH services are conducted and documented in a confidential manner according to applicable laws in similar ways as in-person services. There are, however, additional risks including:

- Sessions could be disrupted, delayed, or communications distorted due to technical failures.
- TMH involves alternative forms of communication that may reduce visual and auditory cues and increase the likelihood of misunderstanding one another.
- Your counselor may determine TMH is not an appropriate treatment option or stop TMH treatment at any time if your condition changes or TMH presents barriers to treatment.
- In rare cases security protocols could fail and your confidential information could be accessed by unauthorized persons. 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 telehealth-based service delivery.

While your provider follows security best practices and legal standards in order to reduce these risks and protect your health care information, you will also need to participate in maintaining your own security and privacy:

- You may only engage in sessions when you are physically in Washington. Your counselor will confirm this each session.
- You and your counselor will engage in sessions only from a private location where you will not be overheard or interrupted.
- 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 interaction with your counselor during the session. If you are unsure of how to do this, please ask your counselor for assistance.
- You will use your own computer or device, or one owned by PLU but that is not publicly accessible.
- You will ensure that the computer or device you use has updated operating and anti-virus software.

- You will not record any sessions, nor will the PLU Counseling Center record your sessions without your written consent. If you are working with a PLU counseling intern, your informed consent for recording sessions extend to your TMH sessions.
- You will provide contact information for at least one emergency contact in your location who you grant PLU consent to contact if you are in crisis and your counselor is unable to reach you:

Name: _____

Phone: _____

Relationship: _____

Should there be technical problems with video conferencing, the backup plan is contact by phone. Please make sure that the PLU Counseling Center has a correct phone number at which you can be reached, and have your phone with you at session times. If you are unable to connect via video conferencing, or get disconnected, please try to connect via Zoom again. Your counselor will also attempt to reach you via phone three (3) times. If unable to connect with each other, please call the PLU Counseling Center office, (253) 535-7206 for assistance.

Email is not a confidential method of communication, and your counselor may not access or respond to emails quickly. If you choose to contact your counselor by email, do not include private information, and do not expect a prompt response. If you need to reach your counselor between sessions, you may call the PLU Counseling Center office during business hours. Client communications may be viewed by other staff at the PLU Counseling Center. Email communications will be stored electronically as treatment records. If we believe you are in crisis and we are unable to contact you, we may call your emergency contact or local emergency services providers.

In some limited circumstances, or to preserve continuity of care, sessions by phone may be arranged. If you have concerns about phone sessions, please discuss these with your counselor.

PLU Counseling Center counselors cannot provide 24-hour emergency management, particularly to those using services at a distance. If you are ever experiencing an emergency, including a mental health crisis, you agree to:

- Call the PLU Counseling Center Crisis Line: 253-535-7075 to speak with a licensed counselor (24/7/365)
- Access Lute Telehealth: www.plu.edu/lute-telehealth
- Contact the crisis text line: www.crisistextline.org, text HOME to 741741 (24/7/365)
- Call 911, or go to the nearest emergency room

I certify I have read, understand, and agree to abide by the information, terms, and conditions in this informed consent for Telemental Health form. I hereby give my consent to the PLU Counseling Center to provide Telemental Health services and/or referral to others as needed. My electronic, typewritten signature will have the same legal effect as my handwritten signature.

Signature of Client _____

PLU ID# _____

Or you may create or use a Digital ID to sign this and any other PLU Counseling Center document with this feature.