



<https://otterwellmentalhealth.com>

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INFORMED CONSENT FOR TELEPSYCHOLOGY

Currently, this practice does not offer in-person sessions. Most research shows that telepsychology is about as effective as in-person psychotherapy. You must have certain technologies (e.g., a mobile device or computer) or services (e.g., high-speed Internet, a mobile data plan) to use telepsychology services. You are solely responsible for any costs to you to obtain any necessary equipment, accessories, or software to take part in telepsychology.

This Informed Consent for Telepsychology contains important information about accessing therapy services remotely using the secure telehealth platform Jane or by phone. Please read this carefully, and let your provider know if you have any questions. When you sign this document, it will represent an agreement between you, your provider, and OtterWell Mental Health LLC.

Potential Benefits of Telepsychology

One of the benefits of telepsychology is that the client and clinician can engage in services without being in the same physical location. This can be helpful in accessing mental healthcare, because it does not require the client and clinician to reside near each other. It is also more convenient and takes less time. Telepsychology, however, requires technical competence on both sides to be helpful.

Potential Risks of Telepsychology

There are some differences between in-person psychotherapy and telepsychology, as well as some risks. For example:

- Communication. Some therapists and clients believe something is lost by not being in the same room. For example, there is debate about a therapist's ability to fully understand verbal and nonverbal information when working remotely. Or, some patients report feeling a superior connection to their therapist in person.
- Confidentiality. Because telepsychology sessions take place outside of the therapist's private office, there is potential for other people to overhear sessions if you are not in a private place during the session. On our end, your provider will take reasonable steps to ensure your privacy. It is important for you to make sure you find a private place for your session where you will not be interrupted. Do not share your telepsychology meeting link with anyone not authorized to attend the session.

- Issues related to technology. Technology may stop working during a session, other people might be able to get access to your private conversation, or stored data could be accessed by unauthorized people or companies.
- Crisis management and intervention. Generally, OtterWell Mental Health LLC and your provider do not engage in telepsychology with clients who are currently in crisis requiring high levels of support and intervention. Before engaging in telepsychology, you and your provider will develop an emergency response plan to address potential crisis situations that may arise during the course of your telepsychology work. Assessment of telepsychology appropriateness is an ongoing process. You and your provider will both continue to assess whether meeting this way offers a good option for your care. If telepsychology is no longer a good fit, you will be provided with referrals for in-person agencies or providers.

Electronic Communications

For communication between sessions, please use the secure client portal in Jane. Your provider will only use email communication and text messaging with your permission and only for administrative purposes unless you have made another agreement.

Recording Not Allowed

The telepsychology sessions shall not be recorded in any way unless agreed to in writing by mutual consent. Your provider will maintain a record of your session in accordance with OtterWell Mental Health LLC's policies.

Confidentiality

In general, the privacy of all communications between a client and a psychologist is protected by law, and your provider can only release information about your work to others with your written permission. But there are a few exceptions.

- In legal proceedings, a judge may order your provider's testimony and your provider must comply with that court order. Your provider and OtterWell Mental Health LLC also have the right to provide information that will help in their defense if you bring a complaint against them.
- In cases of suspected abuse. For example, if they believe that a child, older adult, vulnerable adult, or an animal is being abused or neglected, or has been abused or neglected in the past, they may be required to make a report to the appropriate agency.
- Harm to yourself or others. If your provider believes that you are threatening serious bodily harm to yourself or another person, they may be required to take protective actions. These actions may include notifying the potential victim, contacting the police, or seeking hospitalization for you.

- Consultation with other providers. Your provider may occasionally find it helpful to consult other professionals about a case. During a consultation, your provider makes every effort to avoid revealing the identity of their client. The consultant is also legally bound to keep the information confidential.

Location

Your provider is licensed to practice in the state of Oregon. **It is important that your meetings happen when you are physically located within the state of Oregon.** Please communicate with your provider if you will be out of state during a scheduled meeting so you and your provider can determine how to proceed.

It is important that you receive your care in a setting that is appropriate for healthcare. Please attempt to find a location that is private and allows you to have interactions that cannot be seen or overheard by others. This will help protect your privacy and confidentiality. If you begin your session and you are not located in a private space, your provider may not be able to continue the telepsychology appointment.

Appropriateness of Telepsychology

You and your provider will regularly review how telepsychology is working, and if it is no longer appropriate, your provider will discuss referrals to other services or providers.

Emergencies and Technology

If your session is interrupted for any reason (technological or connection failure):

- If you are having an emergency, call 911, your local or national crisis line, or go to the nearest emergency room. Contact your provider after you have obtained emergency services. See “Crisis Resources” section at the end of this document for some options.
- If you are **NOT** having an emergency, disconnect from the session. Your provider will follow the Communication Plan you agree to below.
- If you do not reconnect or receive a call back within two (2) minutes, call your provider at the phone number they provided to you (503-836-3152).
- If there is a technological failure and you and your provider are unable to resume the connection, you will only be charged the prorated amount of actual session time.

Communications Plan

In the event of a technology failure during a session, what action do you prefer your provider take first?

- Attempt to reconnect through the technology you were originally connected through (e.g., call you back if we were talking via phone; attempt to reestablish a video session if we were using a video conferencing service)

- Call me back and complete the session via phone at the alternate phone number below:
- End the session and send a secure message about rescheduling

In the event of a technology failure during a session and if you did not choose the option of ending the session above, what second action do you prefer your provider take?

- Attempt to reconnect through the technology you were originally connected through (e.g., call you back if we were talking via phone; attempt to reestablish a video session if we were using a video conferencing service)
- Call me back and complete the session via phone at the alternate phone number below:
- End the session and send a secure message about rescheduling

Please add any additional options or information related to our communication plan here.

Crisis Resources

- National Crisis Line (call or text): 988
- Local County Crisis Lines:
 - Multnomah County: 503-988-4888
 - Clackamas County: 503-655-8585
 - Washington County: 503-291-9111
- Call 911
- Go to your nearest emergency department
- Alcohol & Drug Helpline: 1-800-923-4357
- Military Helpline: 1-888-457-4838
- David Romprey Oregon Warmline: 1-800-698-2392 (Intentional Peer Support or IPS)

Informed Consent

This agreement is intended as a supplement to the general informed consent, and does not amend any of the terms of that agreement. Your signature below indicates you have read, agree with, and understand the terms and conditions contained in this document.

Client

Date

Therapist

Date