
Mind-Body Solutions LLC

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TELETHERAPY PATIENT CONSENT AGREEMENT

This Teletherapy Patient Consent Agreement is made part of the primary Patient Informed Consent & Disclosure Statement, Agreement for Psychotherapy Services and is incorporated therein by reference. In order to engage Mind-Body Solutions LLC to provide the teletherapy services of Dr. Cindy Solliday, you must be a Wisconsin state resident. You understand that teletherapy refers to providing psychotherapy services remotely using telecommunications technologies, such as video conferencing or telephone. These services may also include appointment scheduling, communication via email or electronic chat, electronic scheduling, billing matters, distribution of patient education materials and other related issues.

1. Benefits and Risks of Teletherapy

One of the benefits of teletherapy is that the patient and therapist can engage in services without being in the same physical location. It is also more convenient and takes less time. Teletherapy, however, requires technical competence by both the patient and therapist in order to be helpful. Although there are benefits of teletherapy, there are some differences between in-person psychotherapy and teletherapy, as well as some risks. Please be advised of the following:

- Different than an in-person session: A teletherapy session will not be the same and may not be as complete as a face-to-face session. Also, a teletherapy session lacks access to all the information that might be available in a face-to-face session. This may result in errors in judgment.
- Risks to confidentiality: Because teletherapy 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 Dr. Cindy Solliday's end, she will take reasonable steps to ensure your privacy. But it is important for you to make sure you find a private place for your session(s) where you will not be interrupted. It is also important for you to protect the privacy of your session(s) on your cell phone or other device. You should participate in therapy only while in a room or area where other people are not present and cannot overhear the conversation.
- Issues related to technology: There are many ways that technology issues might impact teletherapy. For example, technology may stop working during a session, other people might be able to get access to the private conversation between you and Dr. Cindy Solliday, or stored data could be accessed by unauthorized people or companies.
- Crisis management and intervention: Usually, Dr. Cindy Solliday will not engage in teletherapy with clients who are currently in a crisis situation requiring high levels of support and intervention. Before engaging in teletherapy, Dr. Cindy Solliday and you will develop an emergency response plan to address potential crisis situations that may arise during the course of your teletherapy work.
- Efficacy: Most research shows that teletherapy is about as effective as in-person psychotherapy. However, some therapists believe that something is lost by not being in the same room. For example, there is debate about a therapist's ability to fully understand non-verbal information when working remotely.

2. Records

Your teletherapy session(s) shall not be recorded in any way unless agreed to in writing by mutual agreement. Dr. Cindy Solliday will maintain a record of your session(s) in the same way she maintains records of in-person sessions as set forth in the Patient Informed Consent & Disclosure Statement, Agreement for Psychotherapy Services.

3. Appropriateness of Teletherapy

Dr. Cindy Solliday will let you know if she decides that teletherapy is no longer the most appropriate form of treatment for you. In such an event, she will discuss with you your options, including engaging in in-person therapy sessions or referring you to another professional in your location.

4. Electronic Communications

Dr. Cindy Solliday and you will decide together which kind of teletherapy service to use. You are solely responsible for any cost to you to obtain any necessary equipment, accessories, or software to take part in teletherapy. For communication between sessions, Dr. Cindy Solliday only uses email communication and text messaging with your permission and only for administrative purposes. This means that email exchanges and text messages with Dr. Cindy Solliday's office should be limited to administrative matters. This includes things like setting and changing appointments, billing matters, and other related issues. You should be aware that Dr. Cindy Solliday cannot guarantee the confidentiality of any information communicated by email or text. Therefore, she will not discuss any clinical information by email or text and prefer that you do not either.

5. Confidentiality

Dr. Cindy Solliday has a legal and ethical responsibility to make her best efforts to protect all communications that are a part of your teletherapy. However, the nature of electronic communications technologies is such that she cannot guarantee that your communications with her will be kept confidential or that other people may not gain access to your communications. Dr. Cindy Solliday will try to use updated encryption methods, firewalls, and back-up systems to help keep your information private, but there is a risk that your electronic communications may be compromised, unsecured, or accessed by others. You should also take reasonable steps to ensure the security of your communications. The extent of confidentiality and the exceptions to confidentiality that are outlined in the Patient Informed Consent & Disclosure Statement, Agreement for Psychotherapy Services still apply in teletherapy.

6. Emergencies and Technology

Assessing and evaluating emergencies can be more difficult when conducting teletherapy than in traditional in-person therapy. To address some of these difficulties, Dr. Cindy Solliday and you will create an emergency plan before engaging in teletherapy services. Dr. Cindy Solliday will ask you to identify an emergency contact person who is near your location and who she will contact in the event of a crisis or emergency to assist in addressing the situation. Dr. Cindy Solliday will ask that you sign a separate authorization form allowing her to contact your emergency contact person as needed during such a crisis or emergency.

If the session is interrupted for any reason, such as the technological connection fails, and you are having an emergency, do not call Dr. Cindy Solliday back; instead, call 911, or go to your nearest urgent care center or emergency room. Call her back after you have called or obtained emergency services. If the session is interrupted and you are not having an emergency, disconnect from the session and Dr. Cindy Solliday will wait two (2) minutes and then re-contact you via the teletherapy platform on which she and you have agreed to conduct therapy. If you do not receive a call back within two (2) minutes, then call Dr. Cindy Solliday on the phone number she provided you.

7. Fees

The same fees apply for teletherapy as apply for in-person psychotherapy. However, insurance or other managed care providers may not cover sessions that are conducted via telecommunication. If your insurance, HMO, third-party payor, or other managed care provider does not cover teletherapy sessions, you will be solely responsible for the entire fee of the session. Please contact your insurance company prior to engaging Mind-Body Solutions LLC to provide the teletherapy services of Dr. Cindy Solliday in order to determine whether your teletherapy session(s) will be covered.

Your signature below indicates agreement with this Teletherapy Patient Consent Agreement.

Patient's Signature: _____ Date: _____

If you are submitting this Teletherapy Patient Consent Agreement electronically, typing your name in the space provided above will be considered your signature and constitute your acceptance and agreement of this Teletherapy Patient Consent Agreement. This Teletherapy Patient Agreement becomes effective as of the date signed above.