



Phone: (865) 357-4673

Email:

info@restorationcounselingassociates.com

**Address: 9724 Kingston Pike, Building 6,
Knoxville TN 37922**

Telehealth Informed Consent

To use telehealth, you need an internet connection and a device with a camera for video. Your Provider can explain how to log in and use any features on the telehealth platform. If telehealth is not a good fit for you, your Provider will recommend a different option. There are some risks and benefits to using telehealth:

Risks

- Privacy and Confidentiality. You may be asked to share personal information with the telehealth platform to create an account. Your Provider carefully vets any telehealth platform to ensure your information is secured to the appropriate standards, however, all technology has risks of unauthorized access.
- Technology. At times, you could have interruptions or technical difficulties such as problems with your internet, video, or sound. If you have issues during a session, your Provider will follow the backup plan that you agree to prior to sessions.
- Crisis Management. It may be difficult for your Provider to provide immediate support during an emergency or crisis. You and your Provider will develop a plan for emergencies or crises, such as choosing a local emergency contact, creating a communication plan, and making a list of local support, emergency, and crisis services.

Benefits

- Flexibility. You can attend therapy wherever is convenient for you.
- Ease of Access. You can attend telehealth sessions without worrying about traveling, meaning you can schedule less time per session and can attend therapy during inclement weather or illness.

Recommendations

- Make sure that other people cannot hear your conversation or see your screen during sessions. If another person is present during your session, communicate this to your provider.
- Do not use video or audio to record your session unless you ask your Provider for their permission in advance.
- Make sure to let your Provider know if you are not in your usual location before starting any telehealth session.
- Be in a quiet place with limited interruptions when you start the session
- Ask your Provider any questions you may have regarding telehealth

Additional Information

- If at any point you or your Provider deem it inappropriate for you to continue telehealth services, your Provider will help you identify an in-person provider for you to continue in-person therapy with.