
Informed Consent for Use of Technology for Counseling with clients or Supervisees, using tech like Video-conferencing.

If you are a new client, using technology for our session/s, **please be sure all the documents requested, have been completed and sent to me so I have them IN ADVANCE OF our first session.**

All clients: Please read all the information below. Use this info to prepare and be ready for your session via technology.

Y/ N__ For **Video-Conferencing**. I am glad you are able to use my **confidential, HIPAA compliant, simple to use, software “Doxy.Me”** for our appt. **At our appt time watch for an email from me. See the link for you to click on.** You might need to turn on your video screen and/or microphone.

Y/N__ For **Email**: watch for an email from me at our appt time. My email is encrypted, an effort to protect your privacy.

These forms of technology do not provide privacy protection:

Y/N__ For **Cell/ Phone** use: I will call you at the agreed #/x.

Y/N__ For **Text**: Watch for a text from me at our appt time.

Y/N__ For **other**: _____

If we run into any tech problems, like it keeps crashing... because the internet is overloaded.... our **backup plan** will be to use the phone. Keep in mind, all forms of technology have their risks, because of hackers and voyeurs. I’m using the best tools I know, in the most protective ways, **but I cannot guarantee your privacy.** We each have a responsibility to minimize any risks on our end.

Most of you have already **prepaid \$\$\$.\$\$ for your appt.** Thank you. No further action is required. For those who were due to

Rhonna W. Phillips
Counseling & Therapy Services, LLC

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pay in office, please send my payment to my email via PayPal or Venmo (RPhillips@BirminghamCounselor.com) or mail me a check (PO Box 26387 Bham AL 35260). If you intend to file with your Insurance, knowing I am NOT In-Network, please also know that Counseling via distance/technology may not be covered at all.

In order to see and hear and get as much out of the session as you could in person, please ensure you are set up in a **private, quiet, comfortable spot** to sit for the 50 or 80 minute session. If you have earbuds/headphones use them. For video, sit where you/all can see the screen straight on and it can be stationary. Be sure **light is in front of you** and not behind you glaring, and the site line behind you is free from visual distractions.

Before we start, I will need to see your photo identification to **verify your identity. I will also need to verify your location, if you have privacy, and if you are ready to begin.** During our session I may refer to your file and I will **take notes, documenting our technology based session and our location/s,** and retain the information securely. You can request to update your information at any time. If we need to pause, for privacy, state the code word **“groceries”**. **Initial x _____**

If **an emergency** occurs during our session, for immediate purposes, use the Doxy.Me chat tool or you can call or text me on my cell phone 205-356-9834.

If I observe signs of potentially life threatening distress, significant out of character behavior/symptoms of a more severe condition, or you confirm an immediate need, I will contact your pre-designated emergency contact for your location. If I don't know

where you are, 911 won't find you either. So, **yes, I really must have a personal emergency contact/# for each location of any technology based session. A person, nearby to contact, AND the correct County Sheriff or Municipal Police dispatch # for your location.**

#1. Current home address: _____

Current emergency contact near home: _____

Ph #: _____

Non 911 emergency #'s for your residence: _____

#2. Current work address: _____

Current emergency contact at work: _____

Ph #: _____

Non 911 emergency #'s for your work: _____

#3. Other location for Tech based Counseling: _____

Emergency contact name this loc: _____

Ph #: _____

Non 911 emergency #'s for this other: _____

#4. Other location for Tech based Counseling: _____

Emergency contact name this loc: _____

Ph #: _____

Non 911 emergency #'s for this other: _____

Rhonna's Office location: 1320 Alford Ave Suite 101 Hoover AL 35226. For mailing, use the PO Box.

Because technology will limit our visual & auditory cues, there is greater **chance for misunderstandings**. Please check and verify before concluding and reacting. Please share with me, directly or

on my evaluation form, any feedback or suggestions you may have.

We may **cease to use technology based tools for your counseling appt if**: connection or quality problems can't be resolved, if you don't like it, if your privacy can't be secured, if I am not able to retrieve information I need or to be effective communicating with you. Differences in aptitude for technology can affect comfort and even roles. Speech, language, auditory, visual, or attention problems can all be a barrier to progress via technology. Either of us may choose to cease its' use, for any reason. Once the circumstances for use of technology is over, we will resume face to face, in office sessions with me; elsewhere if referral is needed.

Our use of technology is only for our professional use, to provide accessible mental health services. **I do not use social media nor my personal accounts with clients** (like Facebook, LinkedIn, Twitter, Skype....). These tools are not confidential, others can possibly view in. This is for YOUR privacy and protection.

Once you have reviewed the instructions below, if you have any questions or concerns, please just call me and we'll address it. Your signature, at the end, affirms your understanding and acceptance of the privacy risks with the use of technology for counseling. You may rescind your consent whenever you tell me.

Flyer to help you with your first video session with Rhonna:

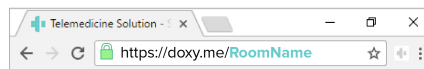
GETTING STARTED FOR PATIENTS

How to check in for your video visit

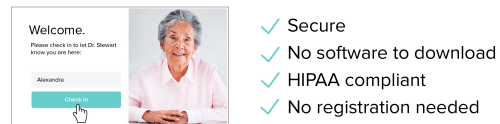
1 Use a computer or device with camera/microphone



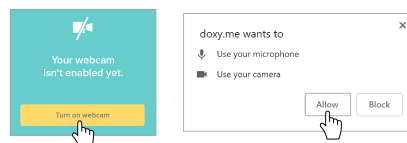
2 Enter your clinician's doxy.me web address into the browser



3 Type in your name and click check in



4 Allow your browser to use your webcam and microphone



5 Your care provider will start your visit

Call Tips

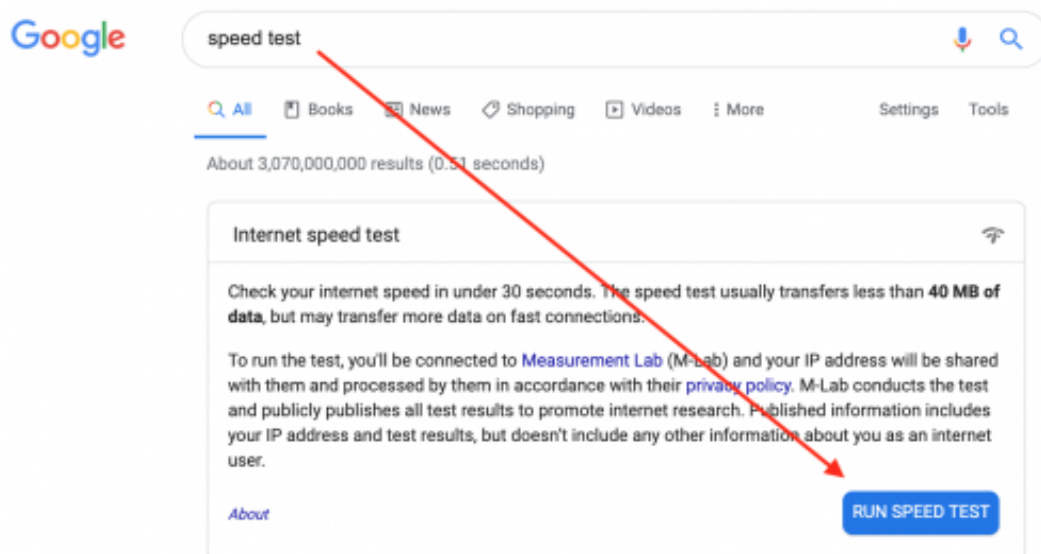
- Have a good internet connection
- Restart your device before the visit
- Use the [Start Text](#) button in the waiting room
- Need help? Send us a message <https://doxy.me>

Powered by doxy.me

Doxy.Me: [CTO & Co-founder Dylan Turner 3445 Winton Place Suite 109 Rochester NY 14623](#) or support@doxy.me.

A strong, reliable internet connection is integral to an effective technology based mental health session, especially using video. If you're able to use a wired connection, this will provide you with the best possible experience through your internet provider.

If you're not able to use a wired connection, you can still use a wireless network for your online sessions. However, you'll want to be sure that you're using Wi-Fi with a bandwidth (speed) of at least 10 MBPS on download and upload. If your bandwidth is any slower, your video will lag and cut out causing a negative experience for both you and your clients. To check your internet speed, type "speed test" into a Google search and click this button:



This will run short tests for both your download and upload speeds, which will take about 30 seconds overall. When complete, you'll be shown your results:



If either of your tests returns a speed lower than 10 Mbps, contact your Internet Service Provider (ISP) to ask about available options to improve your connection. This will likely require upgrading your service to a higher-level package but may be worth it in the long run.

Rhonna's training for technology use in Counseling:

6/25-26/2015 (15 hours) Distance Counseling Training by The Telehealth Certification Institute, Ray Barrett, LPC, LMHC. NBCC ACEP# 6693.

2/22/2020 (3 hours) Technology in Marriage and Family Therapy by AL Association Marriage and Family Therapy Network, Scott Ketring, PhD, LMFT, Sponsored by AAMFT NBCC ACEP# 5209.

4/10-4/11/2020 (15 hours) Certificate in Technology Assisted Services in Supervision, by AL Association Marriage and Family

Rhonna W. Phillips
Counseling & Therapy Services, LLC

Therapy Network, Tony Watkins, LMFT and Dale Bertram, LMFT,
Sponsored by AAMFT; NBCC ACEP# 5209.

Licensure:

LPC-S #1643/466 AL Board of Examiners in Counseling,
Phone: 205-458-8716.

LMFT #L230 AL Board of Examiners in Marriage and Family
Therapy, Phone: 334-395-7455.

Only clients who are physically located in AL may receive services
by Rhonna whose licenses only cover AL residents, this includes
when using technology for counseling.

 X

Client signature

 X

Date

Rhonna W. Phillips, MA
Licensed Professional Counselor & Supervisor
Licensed Marriage and Family Therapist

Date

Tele-Mental Health- Informed Consent with ongoing construction and updating, Rev 5-22-2023.