

Telehealth Informed Consent (Telephone)

Benefits and Risks of Telehealth: Telehealth refers to providing psychotherapy services remotely using telecommunications technologies, such as video conferencing or telephone. One of the benefits of telehealth is that the client and clinician can engage in services without being in the same physical location. This can be helpful in ensuring continuity of care. Telehealth, however, requires technical awareness on both parties to be helpful. Although there are benefits of telehealth, there are some differences between in-person psychotherapy and telehealth, as well as some risks. For example:

Risks to confidentiality: Since there is potential for other people to overhear sessions if you are not in a private place during the session. It is important for you to make sure you find a private place for our session where you will not be interrupted. It is also important for you to protect the privacy of our session on your cell phone or other device; telephone lines are not completely secure. You should participate in therapy only while in a room or area where other people are not present and cannot overhear the conversation. The extent of and exceptions to confidentiality that are outlined in the ISHC Informed Consent still apply in telehealth. Please speak with your provider about questions regarding confidentiality.

Efficacy: Most research shows that telehealth is about as effective as in-person psychotherapy. However, there is a risk of misunderstanding one another when communication lacks visual or auditory cues.

Safeguards: ISHC works to reduce these risks by implementing