

Arizona State University
Clinical Psychology Center

CLIENT'S INFORMED CONSENT FOR TELEPSYCHOLOGY SERVICES

Telepsychology uses telecommunication technologies (phone, email, & video conferencing) to provide psychotherapy remotely. There are both benefits and limitations to telepsychology that differ from in-person services. You and your therapist may choose to use telepsychology if you and your therapist agree that it is in your best interest.

Confidentiality

You have the right to confidentiality under federal and state laws relating to the receipt of psychological services. Confidentiality applies to telepsychology services, and sessions will not be recorded or observed without your permission. However, there are some limits to confidentiality. State and local laws require therapists to report all cases of physical or sexual abuse, exploitation, or neglect of children and vulnerable persons. State and local laws require therapists to report all cases in which there exists a danger to self or others. Additionally, judges can subpoena client records in some situations. Finally, therapists-in-training must be supervised by a licensed psychologist, who will also have access to clinical records to ensure high quality of care. There are inherent risks to privacy and confidentiality when using technology. Any internet-based communication is not 100% guaranteed to be secure/confidential. To minimize risk to confidentiality, it is important to be in a private space during the session and use a secure internet connection rather than public/free Wi-Fi. Email and text communications are not secure and will not be used to communicate with you, with the exception of occasional encrypted emails.

Telepsychology Procedures

Telepsychology services will be provided using secure transmission through either phone or video conferencing using Zoom for Healthcare, which is HIPAA-compliant (<https://zoom.us/docs/doc/Zoom-hipaa.pdf>). If you and your therapist choose to use Zoom for Healthcare, your therapist will give you detailed directions regarding how to log in securely and use this video conference system. Additional instructions and guidance can be found at (<https://uto.asu.edu/zoom>). All appointments will be made by phone or encrypted emails. Prior to your scheduled session, your therapist will call you to provide information for you to log into the Zoom session. When using the phone to conduct telepsychology, verification of your identify will require you to provide your birth date. In order to participate in telepsychology services, you agree to develop a plan to obtain local face-to-face services if you experience a suicidal or homicidal crisis or other emergency.

I understand the following limitations of telepsychology:

- Telepsychology is an innovative method for providing psychotherapy. Telepsychology does not have the same level of research supporting its effectiveness compared to in-person therapy. However, available evidence indicates telepsychology is an effective form of psychological treatment.
- Any internet-based communication is not 100% guaranteed to be secure/confidential, and the Clinical Psychology Center cannot guarantee confidentiality when using telepsychology.
- Technical problems can occur, which could disrupt the therapy session. In the case of interruption, your therapist will call you at your preferred phone number. If your therapist cannot re-establish contact during the scheduled session time, please call the main clinic office to schedule additional contact.
- Telepsychology is not recommended for all clients. Your therapist may determine that telepsychology is not the best treatment option for you. Or, you may decide that telepsychology is not meeting your needs. If this occurs, you will be provided in-person therapy or a referral to another provider.

I have read, understand, and agree to the above.

Client Name (Please Print)

Parent/Guardian Name (if applicable)

Client/Parent/Guardian Signature

Witness Signature

Date Signed

Date Signed