

Agreement for Telehealth Services with Dr. Sandra Shachar, PhD

I am pleased to be able to offer you Telehealth services for meeting your mental health needs. As part of my commitment to your well-being and safety, a few guidelines are necessary for us to safely and effectively use this service delivery method. Please read this agreement carefully, and indicate your agreement to follow these guidelines when we meet by Telehealth.

AGREEMENTS

Telehealth is governed by all for the same ethics and laws that apply to in-office, in-person, face-to-face psychological services. All of my Policies and Procedures which you agree to abide by in meeting with me in-person also apply when we meet by Telehealth.

PROS AND CONS OF TELEHEALTH PSYCHOLOGICAL SERVICES

The primary advantage of using Telehealth is that we can have continuity of care for you when you or I are not physically able to meet in my office, due to health, travel or scheduling reasons.

Telehealth is not a universal substitute for, or the same as, in-person psychological services. Some clients find that meeting by phone or video conferencing does not afford them the same level of comfort or privacy when discussing personal matters. This may impact the therapeutic outcomes you seek.

Telehealth is not suited to all circumstances. Unless circumstances prevent us from meeting in person, my preference is for us to meet in person, at least for our first session. When circumstances do not permit, we may have the initial consultation and subsequent sessions by Telehealth, AS ALLOWED BY STATE LICENSING BOARDS WHERE MY LICENSE IS RECOGNIZED AS VALID, AND NOT SUPERSEDED BY FEDERAL REGULATIONS (such as during a national State of Emergency, such as a pandemic). Professional services will be provided only to those persons residing in the States where I am licensed or have reciprocity agreements (such as Illinois and Missouri during the COVID-19 National State of Emergency).

Telehealth is generally best suited for augmenting in-person services. If in-person sessions are recommended and not possible on an ongoing basis, I may refer you to another provider who can offer in-person services to you.

EMERGENCIES

Telehealth is not recommended for a psychological emergency. Telehealth services are only provided when it is not anticipated or likely that a psychological emergency will arise during the session. Overwhelming or dangerous situations are best addressed with in-person professional support, such as in an office or hospital setting. IN THE EVENT THAT YOU CONTACT ME WITH ABOUT OR DEVELOP AN EMERGENCY SITUATION DURING A TELEHEALTH MEETING, YOU AGREE TO SEEK HELP AT A LOCAL HOSPITAL OR FOLLOW A SAFETY PLAN WE DEVELOP TOGETHER WHICH MAY INCLUDE HAVING SOMEONE STAY WITH YOU WHILE YOU ARE IN CRISIS.

PROCEDURES

Just as with in-office sessions, Telehealth sessions will begin and end on time. If I am delayed in starting a session, I will note the delay and either make up for that at the end of the session or "credit" you with additional time for a future meeting.

I will initiate the Telehealth sessions by sending you instructions or an "invitation" for our meeting by email or text. Please confirm that you have received the information.

I will be available to you for the scheduled amount of time. If we are meeting by Zoom, for example, I will "admit" you into session. If we are meeting by phone, I will call you when it is time to start our session. PLEASE HAVE YOUR DEVICE ON AND READY FOR THE TIME OF OUR SESSION, AND MAKE SURE THE DEVICE BATTERY WILL SUPPORT YOU FOR THE LENGTH OF THE SESSION.

CANCELLATIONS AND MISSED APPOINTMENTS ARE TREATED AND BILLED THE SAME AS IN PERSON SESSIONS, AS OUTLINED IN MY POLICIES AND PROCEDURES AGREEMENT.

LOGISTICS/TECHNICAL CONCERNS

YOU ARE RESPONSIBLE FOR YOUR "END" OF THE VIDEOCONFERENCING. I HAVE CHOSEN THE MOST SECURE, HIPAA COMPLIANT AND USER-FRIENDLY PLATFORMS AVAILABLE TO US FOR YOUR EASE OF USE AND PRIVACY. PLEASE TEST OUT YOUR ABILITY TO USE THE PLATFORM BEFORE THE SESSION AS I CANNOT ADD TIME TO THE SESSION FOR "TROUBLESHOOTING " TECHNICAL ISSUES. Before an initial session, I may be able to schedule a "test session" of 10 minutes to reassure you that your technology will support our work. If a video session is blocked after several reasonable attempts, please be open to having a telephone session instead.

Please choose a private and secure location for your session, with good access to wireless communication/connectivity. If you do not have privacy in your own home

or office, consider relocating to your car, outdoors (if weather permits) or another private location. The environment should be free from unexpected or unauthorized intrusions or disruptions to our communication. Please insure your ability to communicate with me without being overheard by any one you would not wish to hear our conversation.

I would like to know the location from which you are meeting with me, with an address, in case there is an emergency and I would need to call emergency personnel on your behalf.

AUTHORIZATION FOR RECORDING OF SESSION

I will not be recording our session unless I have your written permission to do so and I also need to consent to your recording the session if you wish to do so.

CONSENT

You have the right to opt in or out of the methods of Telehealth communication at any time without affecting your right to future care or treatment. It is your responsibility to discuss prior to the Telehealth session which medium will be used, and any necessary login codes (I try to avoid using platforms which require you to do more than click on a secure link.)

SECURITY

No electronic transmission system is considered completely safe from intrusion. Interception of communication by third parties, even on HIPAA-compliant platforms, remains technically possible. Risks of Telehealth include the potential for release of private information, including audio and images, so I cannot absolutely guarantee the security of Telehealth sessions. You are responsible for the information and video security of your computer, laptop, tablet or smartphone or other communication device. If using a phone, a landline is the most secure, reliable and offers higher audio-quality.

PAYMENT/INSURANCE FOR TELEHEALTH

Just as with in-person services, Telehealth services are a professional service and charged at the same rate as in-office services. I ask that all clients maintain a valid credit card on file with me for payment of services. Payment for first sessions is required in advance to secure the appointment time, and can be made on my website: www.drsandrashachar.com on the Make A Payment page, via PayPal.

For all followup sessions, payment is due at the end of the session, either by my charging your credit card on file, or your payment on my website PayPal link, or by Zelle.

Although most insurances do cover Telehealth, they may limit or deny coverage of

Telehealth sessions, just as may happen with in-office sessions. If I am filing Out of Network claims for you (I do not accept any insurance plans) you are responsible for dealing with your insurance if they deny a claim.

YOUR SIGNATURE BELOW ATTESTS THAT:

I have read and understand the information provided above. I have discussed any concerns I have about using Telehealth services and all of my questions have been answered to my satisfaction. I hereby request and consent to engaging in Telehealth services as part of my treatment with Dr. Sandra Shachar, PhD. I agree to abide by the terms of this agreement.

Client Signature _____

Client's Printed Name _____

Date: _____