



Challenges of Life Counseling LLC  
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## TELEHEALTH POLICIES

This form is included as part of your informed consent for services. It contains important information about psychotherapy using the phone or internet. Let me know if you have any questions.

Benefits and Risks of Telehealth: Telehealth refers to providing psychotherapy services remotely using telecommunication, 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. Telehealth, however, requires some technical competence and there are some differences with in-person sessions.

Confidentiality: Because telehealth sessions take place outside of the therapist's private office, there is potential for other people to overhear sessions if you are not in a private place during the session. On my end I will take reasonable steps to ensure your privacy. It is important for you to make sure you find a private place for our session where you will not be interrupted and where other people are not present and cannot overhear the conversation. The sessions may not be recorded in any way. I have a legal and ethical responsibility to make my best effort to protect all communication that is a part of our session. Our sessions utilize a HIPAA-compliant platform. However, the nature of the technology for electronic communications is such that I cannot guarantee that our communication will be kept confidential or that other people may not gain access to it. There is a risk that our electronic communications may be compromised, unsecured, or accessed by others. You should take reasonable steps to ensure the security of our communications. For example, only use secure networks for sessions and have a password to protect your device.

Loss of Connection: If the session is interrupted, I will call you at the number you have provided to seek to remedy any technical issues. You may need to disconnect from the session and then re-connect to the link in your client portal. If there is a technological failure and we are unable to reconnect we may need to complete the session by phone. You will only be charged for the length of the actual session time.

Email: I only use email for administrative purposes. This means that email exchanges should be limited to administrative matters. I cannot guarantee the confidentiality of any information shared by email. Therefore, I will not discuss any clinical information by email and prefer that you do not either. In addition, the email is not monitored for the purpose of communication about any emergencies.

Emergencies: I will ask you to identify an emergency contact person who is near your location and I can reach in the event of an emergency to assist in addressing the situation. If the session is interrupted for any reason, such as the failure of a technological connection, and you are having an emergency, call 911 or go to your nearest emergency room. Call me when you have reached emergency services. I will also try to call the person who is listed as your emergency contact.

Records: I maintain records of all sessions whether in-person or via Telehealth in accordance with the professional standards of my field and the requirements of your insurance company (if applicable.)