

Susan Intemann LCMHC • Licensed Clinical Mental Health Counselor

6404 Six Forks Road Suite 104 • Raleigh, NC 27615

Phone :919- 271-4412 • Fax: 919-861-8893 • spintemannlpc@gmail.com

TELEMENTAL HEALTH

What you need to know:

Tele-mental Health is a term describing several techniques that link counselor and client electronically over the internet. It goes beyond simple email and phone calls and opens the door to real time video conferencing using computers, laptops and even smart phones. While face-to-face communications is my preferred way to have a discussion, the current healthcare situation makes telemental health a reasonable and attractive alternative.

Potential Advantages

- Convenience – sessions can occur at any time or place without travel or location limitations
- Safety – participants can practice social distancing and not compromise health considerations
- Continuity – services can continue when travel is impractical due to injury, surgery or other conditions

Potential Drawbacks

- Technical – communications can be disrupted despite careful planning and good equipment
- Privacy / Security – even with encryption techniques it is impossible to absolutely guarantee data security
- Insurance – telemental health is relatively new; insurance may not cover video or phone sessions

To take advantage of this capability, I have selected a video conferencing application called **Doxy.me** that is simple to use. There is no need to register or download anything. Importantly, it will allow us to conduct a session that is encrypted, secure and does not collect Protected Health Information (PHI). You only need a computer or smart phone using the latest version of Chrome or Firefox as your browser.

What you need to do:

If you'd like to do a video conference session, I will ask you to sign the Consent Form noted below. Once we select the date and time for our video appointment, I will send you a URL address to enter into your browser. That link will take you to a virtual "waiting room" where you will be prompted to enter your name and allow access for your camera and microphone. I recommend you select a comfortable, safe and confidential space where you'll feel comfortable during our session. We will also discuss back up plans to address any technical difficulties we may encounter.

Telemental Health Consent

- I agree to participate in a counseling session via video conferencing.
- I understand the potential drawbacks and benefits associated with this type of counseling.
- I agree to work with my therapist to develop a back up plan for any technical difficulties that occur.
- I agree to address any privacy concerns before starting a video conference session.
- I understand that I have the right to stop receiving telemental health services at any time.

Client Signature

Client Name (printed)

Date

I hope this new approach offers you some newfound flexibility in planning our sessions. If you'd like to discuss it or schedule an appointment, please phone or text me at 919-696-6163.

Susan Intemann LCMHC