



Telehealth

Hawthorn Counseling Group (HCG) has developed telehealth services for the convenience and safety of its patients and clients. The following guidelines, assurances, recommendations and expectations are provided for review by patients and clients.

- There are potential benefits (convenience) and risks (limits to patient confidentiality) of telehealth services, which differ from in-person sessions. Patients assume responsibility for any risks/limits to confidentiality that are outside the control of the provider.
- Standard safeguards, rights and privileges regarding confidentiality still apply for telehealth services. It is agreed that no recording will be made of telehealth sessions, either by the provider or patient(s), without the consent of all parties.
- For video sessions, it is agreed that the video-conferencing platform selected for our virtual sessions by the provider will be utilized. You will need to use a webcam or smartphone during the session.
- It is recommended that patients use a secure internet connection rather than public/free Wi-Fi.
- It is recommended that patients secure a quiet, private space that is free of distractions (including cell phone or other devices) for telehealth sessions.
- Just as with in-office services, it is important to be on time. If you need to cancel or change your telehealth appointment please notify the provider in advance by phone or email, in accordance with standard cancellation policy. The standard cancellation policy still applies.
- A back-up plan for communication may be necessary (e.g., phone number where you can be reached) to restart the session or to reschedule it, in the event of technical problems. The provider may arrange this back-up plan at the start of the telehealth session.
- If the patient is a minor, it is understood that the patient's parent or guardian grants consent for participation in telehealth sessions.
- If using health insurance, patients are encouraged to confirm with their insurance company that telehealth services are eligible for reimbursement.
- Your provider may determine that due to certain circumstances, telehealth is no longer appropriate for the level of care you require and that in-person services are necessary in order to proceed. Additionally, your provider may require a safety plan, which might include identification of the closest ER to your location and designation of supportive companion on-site at the patient's location in order to provide telehealth services.
- Email may be utilized as a means of scheduling telehealth counseling sessions; clients and patients receiving services from HCG grant permission to HCG to utilize email communications for purposes of scheduling, arranging telehealth appointments and document distribution.