

Mindful Therapy & Consulting, LLC
Telehealth/Online Mediation Consent for Services

“Telehealth,” “teletherapy,” or “telemental therapy” are terms used for providing therapy through an audio/visual platform using information and communication technologies (e.g. phone or internet).

Some potential risks:

- Faulty or lagging connection
- Telecommunications Dropping the connection- resulting in missing part of the session time due to technical glitches (Shortened session time). If a session is dropped, I will do everything in my power to reconnect as quickly as possible.
- Losing non-verbal communication. Because we are using screens which can't show a full body, we may miss hand gestures, and other body language that is usually available. Also a lagging internet connection may feel like there is some "disconnect" between client and therapist.
- Crisis planning- in order to maintain best practices, your therapist will confirm your location at each session. In the event of a crisis, teletherapy may be contra-indicated.

Potential benefits of Teletherapy

- Being able to continue your care from the privacy and comfort of your own home
- Being able to continue progress while also maintaining "social distancing"
- Transportation challenges resolved
- Scheduling may be easier when you don't have to factor in travel time.

Assurances of Telehealth

- The telehealth platform used by this office is Therapy Sites, which meets or exceeds all HIPPA and other legal and ethical guidelines regarding privacy. Your sessions are granted the same level of privacy as in-person sessions.
- If, for any reason, we lose connection, Therapist/Mediator will be actively working to re-establish connection as quickly as possible. You may also call the direct line of the therapist/mediator, Elizabeth Matola, MSW, LCSW's Cell phone 262-391-8052 in the

event of lost connection. If unable to re-establish telehealth portal connection, then contacting via telephone will allow for scheduling of follow up, saying goodbye, etc.

- Your telehealth link is specific to you and your chart. Mediation Sessions will be specific to both participants. It will be the same for all of your telehealth sessions.
- Your session will never be recorded without your written consent.

APPOINTMENT CANCELLATION POLICY

Because I hold the hour of your appointment time open for you, when it is necessary to cancel an appointment, you are expected to do so at least **24 hours in advance**. Late cancellations or failed appointments do not allow me to schedule other clients during that time period. When an appointment is missed or cancelled less than 24 hours in advance, the full hourly fee will be charged. **Insurance companies do not reimburse for late cancellations or failed appointments and you will be responsible for this charge.**

Visa Mastercard Amex # _____ Exp: _____ card number
3 or 4 digit Card Security Code _____ Billing zip code for card: _____

I understand the risks and benefits and Consent to Telehealth Services/ Authorize Billing of Services and Recognition of Cancellation Policy

Signature of Client Date

Signature of Parent, Guardian or Personal Representative* Date

*Relationship to client

(If you are signing as a personal representative of an individual, please describe your legal authority to act for this individual, e.g., power of attorney, healthcare surrogate, etc.).