

Cultivating Hope Counseling Services, PLLC
Technology Assisted Services Consent

Services Provided

Video Sessions: Video sessions will be used to have teletherapy sessions. They allow for communication to be visual and the client to see their therapist while they are not able to be in the office setting with their therapist. Video sessions will be held over a HIPPA Compliant platform – TheraNest.

Phone Calls/ Sessions: Phone calls will be used to schedule sessions, as well as in the event a video session fails. If a video session fails, therapist will attempt to connect via another video session but after a second failed attempt a phone call may be made used to finish session, or a client can elect to reschedule their session.

Emails: Communication via email will be used to collect client information as needed by Cultivating Hope Counseling Services, PLLC as well as a platform for requests made by clients. The email used for this communication is rebecca@cultivatinghopecs.com and it is a HIPPA compliant platform.

Text Messaging: This form of communication will be used for scheduling information shared between therapist and client. This permission is given with the signature on this consent. If this is something not wanted by client, please check the box below.

Benefits and Risks

The use of technology services can be many including a client can be seen in the comfort of their own home where they may feel more comfortable. In addition, if emergencies or schedule changes arise, using technology services is a benefit to receive the mental health support that is being sought. Also, if a client moves within the state of Texas to another city, they can maintain their therapeutic relationship with Cultivating Hope Counseling Services, PLLC.

Risks present can include failed connections during a phone call or video sessions, which can affect the therapeutic setting. In Addition, a client who is trying teletherapy, may not feel teletherapy to be beneficial, and in this case may want face to face sessions only. In this case it imperative that the client inform Cultivating Hope Counseling Services, PLLC.

Insurance Coverage

Cultivating Hope Counseling Services, PLLC (CHCS) accepts Cigna, Aetna and Blue Cross Blue Shield. CHCS will follow designated rules provided by each insurance carrier in order to bill for teletherapy. If any insurance requires further credentialing or request of documentation from either client or CHCS, CHCS will inform client and client will potentially have to pay out of pocket for teletherapy sessions until insurance requirements are met. If a client requests teletherapy sessions but they are not covered by their insurance, a client may potentially have to pay out of pocket.

In the event of state emergencies, CHCS will follow state recommendations when it comes to providing teletherapy to clients.

Teletherapy Directions

Cultivating Hope Counseling Services, PLLC will provide teletherapy via the platform Theranest which is HIPPA compliant. CHCS will request an email for each client and a link will be sent to client's email a few minutes prior to session. The client can select the link, enter their name or another word of their choosing, then will be taken to their session via video. If the video disconnects, CHCS will send a second email with a new link for client. If this second attempt fails, the session may be finished over a phone call. If a client is not comfortable finishing session via a phone call, they can request their session be rescheduled.

Discretion of Appropriateness of Teletherapy

Cultivating Hope Counseling Services, PLLC has the right and discretion to determine if a teletherapy session is no longer appropriate for the client. This may mean if the therapist feels client needs outside support more than what they are receiving in session via teletherapy, the therapist may recommend session be ended and can refer client to support services in the area. This may also mean if client is not in an appropriate mental state, therapist may request to end session and reschedule.

It is important client presents to teletherapy in appropriate clothing as well and is dressed.

Emergencies

Cultivating Hope Counseling Services, PLLC is not equipped to handle emergencies including psychiatric emergencies via Technology Assisted Services. If this is occurring, it is imperative that a client call 911 immediately and seek help. CHCS may provide referrals for a client in an emergency or an emergency contact/guardian seeking support for a client.

I have read the above consent and give my consent to use Technology Assisted Services with Cultivating Hope Counseling Services, PLLC.

Name

Date

By selecting the box, I am requesting to not receive communication via text.