

Baylor University Speech-Language and Hearing Clinic Consent for Telehealth Services:
Addendum

This document is an addendum to Baylor Speech-Language and Hearing Clinic standard informed consent and does not replace it. All aspects of informed consent for treatment in the standard document applies to telehealth services. You are not required to use telehealth service and have the right to request other service options or withdraw this consent at any time without affecting your right to future care or treatment at Baylor Speech-Language and Hearing Clinic. Telehealth services may not be appropriate or the best choice of service for reasons including, but not limited to: lack of access to or difficulty with communication technology and significant communication service disruption. In these cases, your clinician will help you establish referrals to other appropriate services.

I, _____, consent to participate in speech-language and/or hearing sessions or communication via the internet, phone, or videoconferencing (hereafter referred to as Telehealth) with Baylor Speech-Language and Hearing Clinic as described below.

Appropriateness of Telehealth

Telehealth refers to providing services (e.g., speech-language and/or hearing services) remotely using telecommunications technologies (e.g., video conferencing). “Teletherapy” may include secure videoconferencing, secure messaging, telephone conversations, and education using interactive audio, video, or data communications. When circumstances prohibit in person treatment, treatment delivery via video conferencing is the best method for providing speech-language and/or hearing services.

Telehealth appointments must be scheduled and attended as you would an in-person therapy or follow-up assessment session, which means, you would dress in similar attire, conduct yourself similarly, protect the time, and ensure you are free from distractions and potential interruptions. For example, you should not be driving or engaging in other activities during telehealth appointments. If a child client has trouble managing their own actions without parental supervision during video conferencing, telehealth may not be appropriate without a parent or guardian present as the Baylor Speech-Language and Hearing Clinic cannot be responsible for any accident or injury that may occur during telehealth sessions.

Your clinician will let you know if he/she decides that telehealth is no longer the most appropriate form of treatment for you or your child. The decision about whether it is appropriate to conduct telehealth sessions in your case may change over time based on new information, including you or your child’s clinical status, administrative issues, and legal issues. Your clinician and his/her supervisor reserve the right to decide that it is no longer appropriate to engage in telehealth sessions for any reason. If this happens, you and your clinician or you and your child’s clinician will discuss options of engaging in in-person therapy.

Although you may wish to engage in telehealth appointments while traveling outside of Texas, state licensure regulations only allow a session to be conducted in the state in which your clinician’s supervisor is licensed (Texas), and you are located during the appointment. At the outset

of each telehealth session, you are responsible for telling the clinician where you are physically located (the address).

Telehealth Considerations

One of the benefits of telehealth is that the client and clinician can engage in services without being in the same physical location. This can be helpful in ensuring continuity of care if the client or clinician is unable to meet in person. It is also more convenient and takes less time. Telehealth, however, requires technical competence on both our parts to be helpful.

Although there are benefits of telehealth, there are some differences between in-person speech language and/or hearing and telehealth services, as well as some risks.

Confidentiality. Your clinician will make his/her best effort to protect all telehealth communications. However, the nature of electronic communications technologies is such that he/she cannot guarantee that your communications will be kept confidential or that other people may not gain access to your communications. In addition, telehealth sessions take place outside of the Baylor Speech-Language and hearing Clinic, and there is potential for other people to overhear sessions if you are not in a private place during the session.

On our end, Baylor University has made every effort to make your sessions private by ensuring your clinician has access to a secure, HIPAA-compliant videoconferencing platform to help keep your information private, but there is a risk that your electronic communications may be compromised, unsecured, or accessed by others.

You should also take reasonable steps to ensure the security of our communications (for example, only using secure networks for telehealth sessions and having passwords to protect the device you use for telehealth). It is important for you to ensure a private place for your session where you will not be interrupted. Please be online at least five minutes prior to session, alone, in a quiet room, with the door closed. It is also important for you to protect the privacy in our session on your cell phone or other device. You should participate in therapy only while in a room or area where other people are not present and cannot overhear the conversation. The extent of confidentiality and the exceptions to confidentiality outlined in the Baylor Speech-Language and Hearing Clinic Informed Consent continue to apply in this telehealth addendum.

If you are a parent of a child receiving telehealth services, it is important for you to ensure a private place for your child to participate in sessions where he/she will not be interrupted or overheard talking with his/her clinician by those who should not be part of the session.. The extent of confidentiality and the exceptions to confidentiality outlined in the Baylor Speech-Language and Hearing Clinic Informed Consent continue to apply in this telehealth addendum.

Technology. There are many ways that technology issues might impact telehealth appointments. For example, technology may stop working during a session, other people might be able to get access to our private conversation, or stored data could be accessed by unauthorized people or companies. Telehealth sessions work best when you can connect to the Internet. If you choose to rely on a data plan, we cannot ensure that your session will not have connectivity issues that will interrupt the session. Also, we cannot ensure that your session will not be intercepted.

You will not need to purchase anything to participate in telehealth services. You will need access to a computer, tablet, or phone, with a microphone and a video camera, that is password protected and an internet connection. You may also want to use earphones for privacy.

The Baylor Speech-Language and Hearing Clinic utilizes ZOOM as the online communication tool allowing for face-to-face video and it is **HIPAA compliant**. ZOOM requires the use of a browser but does not require any software download. ZOOM also requires you to provide your clinician with the email address you would like the clinic to use to send you invitations to your sessions. Email correspondence will be sent directly from ZOOM and used solely for scheduling purposes. For more information about ZOOM security and privacy, please see: <https://www.zoom.us>. The Baylor Speech-Language and Hearing Clinic reserves the right to change the video conferencing system that is currently used to conduct telehealth sessions at any time based on new information. You will be provided with that information, should this arise.

If the session is interrupted, disconnect from the session and your clinician will wait two (2) minutes and then re-contact you via the telehealth platform on which you two agreed to conduct therapy. If you do not receive a call back within two (2) minutes, then follow the plan you and your clinician devised for situations where your connection is disrupted.

Fees

The same fee rates will apply for telehealth as apply for in-person.

Records

The telehealth sessions shall not be recorded in any way unless agreed to in writing by you and your clinician per the original consent form, for educational purposes only. Your Clinical Faculty member will maintain a record of your session in the same way he/she maintain records of in-person sessions in accordance with the Baylor Speech-Language and Hearing Clinic policies (i.e., written notes). By this consent, you are also agreeing to not record teletherapy sessions through your personal technology devices.

Your verbal agreement indicates you agree with the terms of this contract and have had the opportunity to ask questions, and understand the limitations, benefits, and optimal conditions for the use of telehealth.

Client Name (Print)

Date

Parent/Legal Guardian (Print)

Date

Clinician Signature

Date