

Telehealth Consent and Disclosure

This document is provided in addition to Elizabeth Franklin's Disclosure and Consent for Treatment to provide you with specific information about your participation in telehealth services with Elizabeth Franklin.

Risks and Benefits

At your request, and if it is therapeutically appropriate, we may make use of technology-assisted distance counseling tools ("telehealth") such as an internet enabled video and/or audio services. It is important that you understand the benefits and limitations of such services.

- Telehealth services may improve your access to counseling, may reduce your costs associated with counseling (such as commuting costs), and may support more effective use of in-person counseling.
- If you are located outside of the State of Washington, the counseling services Elizabeth is allowed to provide to you may be limited or prohibited. If you are located outside of the State of Washington, we will discuss what services may be available to you.
- Telehealth services are not appropriate for all clients and all situations. If you or Elizabeth determine that Telehealth services are not appropriate for you, I will assist you in obtaining face-to-face counseling.
- Successful use of Telehealth services requires a reasonable level of access to computer hardware and software or a telephone for phone sessions. If you do not have access to such resources, we can discuss available alternatives.
- At times it may become necessary for us to allow access to our computer hardware and software for purposes of system maintenance, repair, upgrades, or other similar purposes. In such cases, we will make reasonable efforts to protect your confidential information.
- Telehealth services may not be reimbursed by some insurance plans. In such cases, payment for Telehealth services remains your sole responsibility.
- It is your responsibility to choose a secure location to interact with technology-assisted media and to be aware that without sufficient safeguards, third parties may overhear our communications or may gain access to the technology you are using. Some basic safeguards may include communicating only through a computer or device over which you maintain control, with a firewall and anti-virus software, password protection, and a secure private internet connection.

Alternative Modes of Communication

In case of hardware, software or other system failure, you may reach Elizabeth by phone or email to coordinate our continued work together.

Email: elizabethjfranklin@gmail.com

Phone: 206-551-2547

At the initiation of the telehealth therapeutic relationship, Elizabeth will ask you to provide the following contact information:

- Your physical location and address;

- A phone number to contact you in case of technology failure or other loss of internet connection during the telehealth session;
- An email address to contact you as an alternative if you cannot connect via phone.