

# EnGedi Life Care, PLLC

## About Telebehavioral Health Therapy

This notice provides information about engaging in telebehavioral health therapy services at EnGedi Life Care, PLLC (ELC). Please review this carefully.

### WHAT IS TELEBEHAVIORAL HEALTH THERAPY

The term “telehealth” refers to health-related services conducted from a distance using electronic or technology-assisted media (e.g., phone, internet, video conferencing, apps, etc.) and the transmission of electronic information using these technologies.

The term “telebehavioral health” (or “telemental health”) is a specific type of telehealth service whereby behavioral health therapy sessions are conducted from a distance using one or more interactive technologies, including audio and/or video.

ELC is legally and ethically required to follow the practices described in this notice for telebehavioral health therapy, and in the “Client Rights and HIPAA Authorizations” notice that is available on the ELC website.

### PRIVACY AND CONFIDENTIALITY

The same professional standards and HIPAA laws that apply to in-person behavioral health therapy also apply to telebehavioral health therapy.

To safeguard the integrity of telebehavioral health therapy, ELC uses only HIPAA-compliant teleconferencing technology and providers that incorporate appropriate network and software security protocols.

You also have a responsibility to ensure privacy of telebehavioral health therapy sessions:

1. **Your equipment.** You should use your own technology equipment and software, and not your employer’s or another person’s.
2. **Your environment.** You should make appropriate arrangements to prevent interruptions or disruptions by other person(s) at your location during a telebehavioral therapy session.

### TECHNOLOGY-ASSISTED THERAPY SERVICES PROVIDED BY ELC

ELC provides two forms of technology-assisted therapy.

- A. **Teleconference: Audio Only;** You can speak with your therapist via phone, without the use of video technology.
- B. **Televideo: Audio + Video;** You can speak with your therapist via audio-visual conferencing.

You may choose to participate in one or both services. However, you must sign and submit to ELC an “Informed

Consent for Technology-Assisted Therapy” before any such services may be scheduled.

Your therapist will assess and discuss with you (initially and at regular intervals) the appropriateness and effectiveness of using technology-assisted therapy services for addressing your therapy goals.

### TECHNOLOGY-ASSISTED THERAPY SESSIONS

At the start of each technology-assisted therapy session:

1. You and your therapist will identify your locations and disclose any other person(s) present or participating in the session.
2. Verify call-back phone number your therapist will use in the event technology service is disrupted.
3. Verify your emergency contact information (name and phone number).

If your therapist detects an emergency situation during a session and loses contact with you, your therapist will take the following steps:

1. Attempt to re-establish contact with you using the call-back phone number,
2. If call-back is not successful, then attempt to reach your emergency contact,
3. Call 911 if unable to re-establish contact with you or to reach your emergency contact.

Sessions may be recorded and stored electronically as part of your electronic health record. Your therapist will inform you if a session is being recorded and the period of retention for the recording.

### POSSIBLE RISKS ASSOCIATED WITH TECHNOLOGY-ASSISTED THERAPY SERVICES

Technology-assisted therapy is a relatively new method for engaging behavioral health services which may have potential risks, including:

- a. technology or security failures,
- b. unclear information transmission,
- c. unintended breaches of confidentiality,
- d. personal/sensitive information intercepted by an unauthorized person(s),
- e. other situations not yet recognized.

### EFFECTIVE DATE OF THIS NOTICE

1 Apr 2020.