UCI Counseling Center
Consent to Telemental Health Services

Client Name: ____________________________ Student ID#: ______________________ Date: ______________

This document is an addendum to the UCI Counseling Center’s Consent for Counseling Services and does not replace it. All aspects of information in that document apply to telemental health (TMH) treatment.

In California, “Telehealth” is defined as a method to deliver health care services using information and communication technologies to facilitate the diagnosis, consultation, treatment, education, care management, and self-management of a patient’s health care while the patient and provider are at two different sites. This form of service usually consists of live videoconferencing through a personal computer with a camera, but may also be conducted by computer audio communication or phone.

TMH is currently being offered to allow access to UCI Counseling Center services while the campus community is encouraged to practice social distancing in response to COVID19. You are not required to use TMH. You have the right to withhold or withdraw consent at any time without losing your right to future services or any benefits to which you would otherwise be entitled. However, depending on the measures UCI implements in response to COVID19, there may be periods of altered university functioning in which TMH is the only service the Counseling Center is able to offer. No current plans exist for TMH to be offered as an on-going service once normal university operations resume.

I understand the following potential risks, consequences, and limitations of telemental health:

- TMH should not be viewed as a substitute for face-to-face counseling or psychiatry appointments. It is an alternative form of counseling with certain limitations.
- TMH may not be appropriate if you are having a crisis, acute psychosis, or suicidal or homicidal thoughts.
- TMH may lack visual and/or audio cues, leading to an increased potential for misunderstanding.
- TMH may have disruptions or delays due to the service and quality of the technology used.
- In rare cases, security protocols could fail and confidential information could be accessed by unauthorized persons.
- The most reliable backup for a technology failure is a phone. Therefore, it is recommended that you have a phone available for the entire duration of each appointment. Please indicate the best phone number for reaching you during appointments at the bottom of this page. If for some reason you cannot be reached at this number during a specific TMH appointment, please inform your provider of the appropriate phone number for reaching you during that appointment.
- During the period of altered UCI functioning in response to COVID19, the provider may be located in the UCI Counseling Center or at an alternate location when conducting your THM sessions. If the provider is not in the Counseling Center, the provider will take available measures to ensure confidentiality. However, the standards may not be as high as those implemented in the Counseling Center (e.g., less soundproofing).

Emergency Contact

If you are ever experiencing a life-threatening emergency, including a mental health crisis, call 911 or UCI Campus Police at 949-824-5223 or go to your nearest Emergency Room. For other mental health crisis situations, please call 949-824-6457 to speak to a counselor by phone. If you reach a voicemail when you call this number, please select option 2 to connect to a phone crisis-counselor. Alternately, text “Help” to 741741 or call the National Suicide Hotline at 800-273-TALK (800-273-8255) for other crisis support.

To ensure that your provider is able to get you appropriate help in the case of an emergency, the following are important and necessary:
• You must inform your provider of your location during each TMH appointment.
• At the bottom of this form, you must identify and provide contact information for a person who can provide in-person emergency assistance. Your provider will only contact this person, if your provider believes a serious threat to your safety exists.

**When receiving telemental health, it is also required that you:**

• Only engage in sessions when you are physically in California. Your provider will confirm this each session.
• Engage in sessions only from a private location where you will not be overheard or interrupted.
• Ensure that the private computer or device you use has updated operating and anti-virus software.
• Do not record any sessions. UCI Counseling Center will not record your sessions without additional written consent.
• Wear the same attire that you would normally wear to an in-person appointment.

If you have questions or concerns about the information and conditions described above, please discuss them with your provider before signing this form.

By signing this consent form, you are acknowledging that you have read and understand the information provided. Your signature also indicates that you consent to participate in telemental health services and to the conditions described above. You acknowledge that you have had the opportunity to discuss this form with your provider and that all of your questions have been answered to your satisfaction.

Signature of Client____________________________________  Client Phone #: __________

Emergency Contact Name: ____________________________  Emergency Contact phone #: __________