

Telepsychology Release

Date

Christine Cantrell, PhD. LP, LLC. TIN: 38-3521230
4192 Griffith Ave, Ste A
Berkley, MI 480720-1494
Phone 248-591-2888
Fax: 248-547-1936
christineccantrellphd@gmail.com



Name:		DOB:	
--------------	--	-------------	--

This statement of understanding is prepared to help explain policies and procedures related to electronic services or virtual visits provided by Christine C. Cantrell, PhD, LP. As a client receiving psychological services through telepsychology methods, you understand:

1. This service is provided by technology (including but not limited to video, phone text and email) and may not involve direct, face to face communication. There are benefits and limitations to this service. You will need access to and familiarity to appropriate technology (house phone, cell phone, smart phone, tablet or I-pad or a computer with good, private internet access and a working camera. And if you prefer video therapy, you must be able to get logged on to doxy.me, which is a HIPAA compliant web-portal that will allow us to see each other while we meet.) Exchange of information will not be direct and any paperwork exchanged will likely be sent through email, text or postal delivery.
2. You may decline any type of telepsychology at any time without jeopardizing your access to future care, services and benefits, unless either you or I are quarantined and therefore unable to meet at my office.
3. These services rely on technology, which allows for greater convenience in service delivery. There are risks in transmitting information over the internet that include, but are not limited to, breaches of confidentiality, theft of personal information and disruption of service due to technical difficulties. While specific encryption measures have been taken by Christine Cantrell and doxy.me to protect the information that will be communicated between us, the privacy and confidentiality of electronic communications cannot be 100% guaranteed. I will take every measure to safeguard your information but you need to be aware that there is a very small chance your information may be stolen from transmissions between us.
4. For secure texting on your smart phone, please use the **Signal App**. This app is completely secure **IF** both of us are using it. It is what I have used for the past 3 years. Using the app that came with your provider is not secure.
5. Also, if you decide to save the information discussed in your virtual online visit to your computer as a transcript, you are encouraged to take steps to ensure this information remains confidential. Possible breaches to your privacy could occur if another individual(s) has access to your smart phone, I-pad, tablet or computer.
6. Additionally, psychologists have a duty to warn if there is an indication that the client is a danger to themselves or others. If that is the case, I may need to call 911 to come to you, or I may need to call your emergency contact person.
7. Your telepsychology sessions are scheduled on a regular basis. If you need to cancel, please notify me at least 24 hours in advance by text, phone or email. Otherwise you may incur a late cancel or no show fee.
8. It is your responsibility to maintain privacy on your end. Please choose a quiet place in your home to conduct your teletherapy session with privacy and no interruptions. If teleservices are disconnected due to internet problems or computer issues, please text/email/phone to continue or reschedule the session.
9. Insurance coverage. Normally I would ask you to call your insurance company to verify that you

have telepsychology benefits, but in this COVID 19 crisis it appears that the telehealth situation is changing daily and most insurances are required by state law or federal law to allow telehealth while people must maintain "social distancing" and/or be quarantined. Some companies have waived copays, some have waived their limits that often excluded psychology. I will bill these telepsychology sessions in a month, after the policies may be clearer and this crisis continues. If there are balances due, I will waive them during this crisis time. Please don't let insurance coverage questions keep you from getting the support and therapy you may need.

10. Once the crisis is over, I expect more insurances to offer telehealth benefits. I will double check your benefits at that time.
11. If you have some fees to pay, please go onto **Venmo** to pay. My username is **Christine-Cantrell-16**. If this doesn't work for you, I also take PayPal (Christine ccantrellphd@gmail.com) and Square (Christine Cantrell) or checks.

Contact Name

Phone #

Relationship

Client Signature		Date	
------------------	--	------	--

Psychologist Signature		Date	
------------------------	--	------	--

