

Student Health and Counseling
Carleton College
Informed Consent for Telehealth Services

This document is an addendum to Student Health and Counseling's standard informed consent and does not replace it. All aspects of informed consent for treatment in that document apply to telehealth (TH) treatment.

WHAT IS TELEHEALTH?

Telehealth (TH) refers to counseling sessions that occur via phone or videoconference using a variety of technologies. TH is offered to improve access to counseling services to Carleton College students during major crises, such as COVID-19. However, the results of TH cannot be guaranteed or assured. You are not required to use TH 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 Student Health and Counseling.

Telehealth services may not be appropriate, or the best choice of service for reasons including, but not limited to: heightened risk of harm to oneself or others; lack of access to, or difficulty with, communications technology; significant communications service disruptions; or need for more intensive services. In these cases, your provider will help you establish referrals to other appropriate services.

CONFIDENTIALITY

Telehealth services are conducted and documented in a confidential manner according to applicable laws in similar ways as in-person services. There are, however, additional risks including:

- Sessions could be disrupted, delayed, or communications distorted due to technical failures.
- Telehealth involves alternative forms of communication that may reduce visual and auditory cues and increase the likelihood of misunderstanding one another.
- Your provider may determine TH is not an appropriate treatment option or stop TH treatment at any time if your condition changes or TH presents barriers to treatment.
- In rare cases security protocols could fail and your confidential information could be accessed by unauthorized persons.

Student Health and Counseling works to reduce these risks by only using secure videoconferencing software and these policies and procedures:

- You may only engage in sessions when you are physically in Minnesota, or if your provider has received permission to do so from your home state. Your provider will confirm this each session.
- You and your provider will engage in sessions only from a private location where you will not be overheard or interrupted.
- You will use your own computer or device, or one owned by Carleton College, but that is not publicly accessible.
- You will ensure that the computer or device you use has updated operating and anti-virus software
- You will not record any sessions, nor will Student Health and Counseling record your sessions without your written consent.
- You will provide contact information for at least one emergency contact in your location who the provider may contact if you are in crisis or in a medical emergency and the provider is unable to reach you.

CONTACT BETWEEN SESSIONS

If you need to reach your provider between sessions, you can send a secure message using the MySHAC student portal (go.carleton.edu/myshac) or you may call Student Health and Counseling during business hours. Secure message communications may be viewed by other staff at SHAC and are stored in your electronic health record as treatment records.

TECHNICAL PROBLEM

Should there be technical problems with video conferencing, the most reliable backup plan is contact by phone. Make sure that Student Health and Counseling has a correct phone number at which you can be reached, and have your phone with you at session times. If you are unable to connect, or get disconnected, please try to connect again and if problems continue please contact your counselor via secure message.

IN CASE OF EMERGENCY

If we believe you are in crisis and we are unable to contact you, we may call your emergency contact or local emergency services providers to ensure your safety. The clinic building is not open at this time. Student Health and Counseling cannot provide 24-hour emergency management, particularly to those using services at a distance. If you are in crisis you agree to:

- Call the 24/7/265 phone counseling line (855-705-2479)
- Call Carleton Security Services (507-222-4444) if you are residing on campus
- Call 911 or go to the nearest emergency room

I have read and understand the above information and all my questions have been answered. I hereby give informed consent to use Telehealth in my care.

Signature of Client (or authorized person)

Date

You may request a copy of this form from a SHAC receptionist or from your health care provider.