

Washtenaw Community College

4800 E. Huron River Drive, Ann Arbor, MI 48105-4800

Personal Counseling

INFORMED CONSET FOR TELEMENTAL HEALTH SERVICES

Student Name:Click or tap here to enter text.	Date of Birth:Click or tap to enter a date.	Today's Date:Click or tap to enter a date.
Address:Click or tap here to enter text.	City:Click or tap here to enter text.	State:Click or tap here to enter text.
Email Address:Click or tap here to enter text.	Home Phone:Click or tap here to enter text.	Cell Phone:Click or tap here to enter text.
Students Location for Session(s): Click or tap here to enter text.		

This document is a supplement to the Washtenaw Community College (**WCC**) Counseling office's standard informed consent and does not replace it. All aspects of informed consent for treatment in that document apply to telemental health (**TMH**) treatment. TMH refers to counseling sessions that occur via phone or videoconference using a variety of technologies. TMH is offered to improve access to counseling services to Washtenaw Community College students when significant barriers of travel to campus for counseling services exist. Washetnaw Community College (WCC) Licensed Professional Counselors have all completed specific training in TMH. However, the results of TMH cannot be guaranteed or assured. I understand that I am not required to use TMH and have the right to request other service options or withdraw this consent at any time without affecting my right to future care or treatment at WCC. TMH 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, a WCC Counselor will help me establish referrals to other appropriate services.

Due to the spread of COVID-19, Washtenaw Community College gave me the option to receive telemental health counseling appointments through telecommunication systems which are secure and confidential. I am consenting to participate in telemental health appointments and to using these telecommunication systems.

TMH 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 (but not limited to):

1. Sessions could be disrupted, delayed, or communications distorted due to technical failures.
2. TMH involves alternative forms of communication that may reduce visual and auditory cues and increase the likelihood of misunderstanding one another.

3. My counselor may determine TMH is not an appropriate treatment option or stop TMH treatment at any time if my condition changes or TMH presents barriers to treatment.
4. In rare cases, security protocols could fail and my confidential information could be accessed by unauthorized persons.

In some limited circumstances, or to preserve continuity of care, sessions by phone may be arranged. I am aware that phone communication may not be secure. If I have concerns about phone sessions, I will discuss these with my counselor.

Counseling services works to reduce TMH risks by using **Microsoft Teams or Zoom** to encrypt all data, along with these policies and procedures:

1. I may only engage in sessions when I am physically in Michigan.
2. My mental health provider will confirm my physical location each session in case of emergency.
3. My mental health provider will verify my identification prior to the beginning of each session through a valid picture ID.
4. I will complete the Telehealth Emergency Response Plan prior to Telemental Health counseling services beginning.
5. My mental health provider and I will engage in sessions only from a private location where I will not be overheard or interrupted.
6. I will use my own computer or device, or one owned by WCC but that is not publicly accessible.
7. I will ensure that the computer or device I use has updated operating and anti-virus software.
8. I will not record any sessions, nor will WCC Counselors record my sessions without my written consent.

Attendance Policy

As with in-person sessions, being on time for my appointment is very important. If my mental health provider cannot reach me within 10 minutes of my scheduled time, the appointment will be canceled and considered a “no-show”. If I need to cancel or reschedule my appointment, I am expected to call **734-677-5102** with a minimum of 24 hours advance notice.

Addressing Technical Problems

Should there be technical problems with videoconferencing, the backup plan is contact by phone. I will make sure that the Counseling office has a correct phone number at which I can be reached, and have my phone with me at session times. If I am unable to connect, or get disconnected, my mental health provider will try to connect again and if problems continue, my counselor will call me by phone during the session.

Email is Not Confidential

I understand that email is not a confidential method of communication, and my counselor may not access or respond to emails quickly. If I choose to contact my mental health provider by email, I will not include private information, and will not expect a prompt response. Email communications will be stored electronically as treatment records. If I need to reach my mental health provider between sessions, I will call **(734) 677-5102** during business hours.

WCC Counseling office cannot provide TMH unless you provide at least one “collaborator” in your location who we may contact if you are in crisis and your mental health provider is unable to reach you.

The WCC Counseling Office cannot provide 24-hour Mental Health emergency management, particularly to those using services at a distance. If I experience a mental health emergency, I agree to call or contact at least one of the following resources:

1. WCC Campus Safety at (313) 973-3411 if I'm on campus, call 911, or go to the nearest emergency room.
2. Call toll free anytime at **1-866-227-3834 7 days/week, 365 days/year**
3. 24-Hour National Suicide Prevention Hotline (800) 273-8255
4. 24-Hour Crisis Text Line: <https://www.crisistextline.org/> or text HOME to 741741
5. During normal office hours to speak to a counselor at (734) 677-5102

Outside of emergency situations, WCC Counselors will never acknowledge working therapeutically with anyone without their written permission. In order to avoid unethical dual role relationships, counselors will not accept any invitations via social networking sites nor respond to blogs written by students or accept comments from students on personal blogs.

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

Student Signature _____ Date _____