



Helping people change direction.

TELEHEALTH INFORMED CONSENT

As a client receiving counseling services through telehealth methods I 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. I will need access to, and familiarity with, the appropriate technology to participate in the service provided. Exchange of information will not be direct and any paperwork exchanged will likely be exchanged through electronic means or through postal delivery.
2. I will provide at each session, my name and date of birth to verify my identity. I will also provide my physical location at the time of the appointment.
3. If a need for direct, face to face services arises, it is my responsibility to contact OneEighty at 330-264-8498 (Wooster) or 330-674-1020 (Millersburg) and request a face to face appointment. I understand that an opening may not be immediately available.
4. I may decline any telehealth services at any time without jeopardizing my access to future care, services, and benefits.
5. 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. My provider and I will regularly reassess the appropriateness of continuing to deliver services to me through the use of technology.
6. In emergencies, in the event of disruption of service, or for routine or administrative reasons, it may be necessary to communicate by other means.
7. My provider will respond to communications and routine messages within one to two business days. If I do not receive a response, I will contact OneEighty's office.
8. It is my responsibility to maintain privacy on the client end of communication. Insurance companies, those authorized by the client, and those permitted by law may also have access to records or communications.

104 Spink Street, Wooster, Ohio 44691 • 34-C South Clay Street, Millersburg, Ohio 44654
T 330.264.8498 • F 330.264.3777 • 24 HOUR HOTLINE 800.686.1122

9. If there is an interruption or technical issue, clinical staff will attempt to use the phone to make an audio call. Additionally, if you experience a crisis and cannot reach your provider please utilize the following crisis phone numbers:
- The Counseling Center’s Crisis Line 330-264-9029
 - Domestic Violence/Sexual Assault Hotline 1-800-686-1122
 - Peer Support Hotline 330-464-1423
 - Suicide Prevention Hotline 1-800-273-TALK [8255]
 - Crisis Text-line - 741741
 - Or 911
10. The laws and professional standards that apply to in-person services also apply to telehealth services. This document does not replace other agreements, contracts, or documentation of informed consent. Please see the Client Welcome Packet for more information about Informed Consent and all services at OneEighty.

Client Printed Name

Client Signature

Date

Parent/Guardian Signature

Date

Staff Signature

Date