



Informed Consent for Telemental Health

This document is an addendum to the Pittsburg State University (PSU) Bryant Student Health Center's consent for behavioral health evaluation, testing, and/or treatment and does not replace it. All aspects of informed consent for evaluation, testing, and/or 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 PSU students when significant barriers for counseling services exist.

The results of TMH cannot be guaranteed or assured. You are not required to use TMH 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 PSU Bryant Student Health Center. 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, your counselor will help you establish referrals to other appropriate services.

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:

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

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

- In light of CDC guidelines related to COVID-19, including physical distancing, you will not be required to have the initial consult in person with a clinician, however, the assigned clinician has the right to exercise judgement as to whether or not this is an appropriate fit on a case-by-case basis. If it is determined that this option is not in the best interest of the patient, a referral may be made elsewhere.
- You may only engage in sessions when you are physically in Kansas. Your counselor will confirm this each session.
- You and your counselor 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 PSU 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 PSU Bryant Student Health Center record your sessions without your written consent.
- You will provide contact information for at least one emergency contact in your location who PSU Bryant Student Health Center may contact if you are in crisis and your counselor is unable to reach you.

Should there be technical problems with video conferencing, the backup plan is contact by phone. Make sure that PSU Bryant Student Health Center 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 call the PSU Bryant Student Health Center. Email is not a confidential method of communication, and your counselor will not respond to emails. Email communications received by your counselor or other staff at the Bryant Student Health Center will be stored electronically as treatment records. Client communications may be viewed by other staff at the PSU Bryant Student Health Center. If you are experiencing an emergency and need to reach a clinician between scheduled sessions,

you may call the front desk to be scheduled with an available clinician during operating hours for an emergency consultation. If we believe you are in crisis and we are unable to contact you or an emergency consultation is not feasible, we may call your emergency contact or local emergency services providers.

PSU Bryant Student Health Center is open 8:00 A.M. – 4:30 P.M., Monday – Friday. PSU Bryant Student Health Center does not provide 24-hour emergency management. If you are in crisis outside of normal hours, you agree to:

- Contact, or go to the nearest crisis mental health agency.
- Call the National Suicide Prevention Hotline: (800) 273-8255 (24 hours)
- Contact the crisis text line: <https://www.crisistextline.org/> text HOME to 741741 (24 hours)
- Call 911, or go to the nearest emergency room

By acknowledging, this is acting as your signature and is confirming that you have read and understand the above information, your questions have been answered, and are hereby giving informed consent to use Telemental Health in your care.

A copy of this consent can be provided to you by Bryant Student Health Center staff at your request.