

SAMPLE TELEHEALTH INFORMED CONSENT ELEMENTS

The following sample is provided for information purposes only and should not be considered legal advice. A Telehealth Informed Consent should be obtained and used in conjunction with traditional Informed Consent. It is important to consult federal and state guidelines, licensure requirements, code of ethics, and liability insurance requirements.

Telehealth informed consent elements (this is not an exhaustive list):

- Right to refuse or withdraw consent for telehealth services at any time and receive referrals to other clinicians if clinician is not providing in-person services at the time.
- Right to confidentiality during telehealth sessions.
- Explain potential risks of telehealth (e.g. technology disruption, confidentiality risks including being overheard by others, limited ability to respond to emergencies).
- Explain potential benefits of telehealth (e.g. ability to continue services during pandemic, ability to participate in sessions when transportation is a barrier)
- Agreement that neither the client nor clinician will record sessions. (Please note if a session is recorded for clinical supervision purposes this must be explicitly consented).
- Agreement that client will find a quiet location that offers privacy during telehealth session.
- Agreement that client will accurately report the address of where they are physically located for each session.
- Understanding that in some instances telehealth may not be effective or appropriate and in those instances the clinician will either see the client, in-person, at the office or offer referral to another clinician that is offering in-person services.
- Explanation of how technical difficulties resulting in service interruptions will be handled (i.e. end and restart session, call office, etc.).
- Agreement that client will sign a release of information for an emergency contact person in case emergency arises during telehealth services.
- Client name, signature and date signed. (If EHR does not offer patient portal consider other options such as encrypted email to send form for signature, or use other electronic signature software).