

TELEHEALTH (VIDEO) APPOINTMENT INFORMATION (“Telehealth Consent”) - Last Updated 01/30/23

Transformation Center

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The Transformation Center offers both in-person and virtual sessions. Whether you are requesting a telehealth appointment OR an in-person appointment, please review and consent to the information below in case you ever engage in telehealth appointments with our team. Telehealth sessions may be offered if: your assigned/requested minister is sick or is not local to Redding, our office is closed for a holiday, or if there is a safety concern related to meeting in person.

Telehealth by Simple Practice is the technology service we will use to conduct telehealth videoconferencing appointments. Your account with us (Client Portal) is linked to your email address so you will need to log in to your email to access your account. However, no additional passwords are required. By signing this document you understand, acknowledge, and agree to the following:

1. The video conferencing technology used in your consultation or appointment will not be the same as a direct client/provider visit due to the fact that you will not be in the same room as your minister.
2. A telehealth consultation has potential benefits including but not limited to easier access to care, the convenience of meeting from a location of your choosing, and reduction of lost work time and travel costs. There are also potential risks to this technology, including but not limited to interruptions, unauthorized access, technical difficulties, and consequently the provider’s limited/lack of ability to make visual and olfactory observations of potentially relevant issues such as your physical condition, noteworthy mannerisms or gestures, physical or medical conditions including bruises or injuries. Potential consequences thus include the provider not being aware of what he or she would consider important information, that you may not recognize as significant to present verbally to the provider.
3. Due to the confidential nature of your session, it is best to meet in a quiet, private location. The session(s) may be discontinued if there is a disturbance, others in the background or inadequate video connections make it difficult to engage in quality care.
4. You are responsible to ensure that you are fully prepared for the session (your internet connection is adequate, your device is charged, your audio and video settings are enabled, and you are in a location that provides the focus and safety required for the session, etc.). *Note: Sessions should not be attempted while driving, (whether accompanied or unaccompanied) or in similarly unsafe or distracting environments.*
5. If the session is unable to continue due to technical difficulties or internet connectivity issues on your end or if you are not reasonably prepared for your session (as described above) your session may be canceled before the session time is concluded and you will still be responsible to pay the entire session cost.
6. If Simple Practice’s Telehealth system isn’t working properly, the Transformation Center is not obligated to provide an alternative means of connection. However, if an alternate connection method is available, and if you and your minister mutually

agree, you may connect via phone call or another video platform (which may be less secure than our Telehealth system).

7. I understand that the Transformation Center will do its best to help troubleshoot issues but cannot guarantee to resolve technical difficulties that may arise in relation to video sessions.
8. In the event of an emergency, you should use a phone to call 911. Telehealth by Simple Practice is NOT an Emergency Service and though you and your minister may be in direct virtual contact through the Telehealth Service, neither Simple Practice nor the Telehealth Service provides or is responsible for the delivery of any healthcare or medical services or advice, including, but not limited to, emergency or urgent medical services.
9. To maintain confidentiality, you should not share your telehealth appointment link with anyone unauthorized to attend the appointment.
10. Your minister does not have access to any and/or all of the technical information in the Telehealth by Simple Practice Service and any information provided by your minister for the Telehealth service may not be current, accurate, or up-to-date. For questions about current Telehealth practices, you may contact Simple Practice or use their online guides.
11. The information provided is true and correct to the best of the Transformation Center's knowledge but is subject to change as Simple Practice and/or the Transformation Center improves its procedures and policies.
12. You may contact the Transformation Center with any questions or concerns about these policies/procedures.

GETTING STARTED WITH TELEHEALTH BY SIMPLE PRACTICE

- Visit tcbethel.com/portal to view our help video or to log in to your Client Portal. In your Client Portal, you can request appointments, make changes to your scheduled appointments or log on to your scheduled video session.
- Depending on what notifications you selected during the signup process, the link to your appointments will be sent via text and/or email and will arrive 24 hours and 10 minutes prior to the start time. When you click the link, it will automatically open the session window in your internet browser or mobile app.
- Mobile device (tablet or phone):
If you opt to use a mobile device for video sessions, download the Telehealth by Simple Practice app from your device's app store** prior to your session. When you click your session link using a mobile device, the session will automatically open in the app.
(**Apple App Store or Google Play Store depending on your device.**)
- Desktop or laptop computer:
No additional downloads are needed for computers but you will want to ensure your settings are functional for a video call. See the guides below for more info.

Additional guidance:

Note: The guides below include information for video sessions on both mobile devices and computers.

- Copy and paste this link to view a quick video with some information on Telehealth appointments: <https://youtu.be/qvFci1ZLlk8>
- Copy and paste this link for more information or a PDF guide: <https://support.simplepractice.com/hc/en-us/articles/360003183011-Telehealth-FAQs-for-clients>

REMOTE SESSIONS OUTSIDE OF TELEHEALTH

If you have a special circumstance that necessitates the use of alternative communication methods for sessions you may discuss your needs/preferences with your primary TC team member. We will do our best to accommodate your needs/preferences if possible, but we cannot guarantee the use of any alternative methods. If you do engage in remote sessions with our team outside of Telehealth, you are opting to use a less secure means of communication and understand that the Transformation Center will not be able to provide technical support, is not liable for any privacy breaches or connection issues, and our standard billing policies will apply. Please see the “HIPAA Privacy Practices” and “ TC Policies” for more information.

NOTE: This document is subject to change and will be superseded by the most current version. See tcbethel.com/portal at any time to confirm if there is an updated version of this document.

BY SIGNING BELOW I AM AGREEING THAT I HAVE READ, UNDERSTOOD, AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT INCLUDING THAT IT IS THE CLIENT’S RESPONSIBILITY TO BE PROPERLY PREPARED FOR THEIR SESSIONS.