West Virginia University
Carruth Center for Psychological and Psychiatric Services
Informed Consent for Telehealth Services

Carruth Center for Psychological and Psychiatric Services (CCPPS) offers telehealth services (THS) by telephone or secure online video conference to currently enrolled West Virginia University (WVU) students during times when a student's access to on campus services is restricted by a public health emergency or other campus-wide emergency. THS refers to any CCPPS services provided to a student via telephone or secure online videoconferencing. THS is typically available only to students located within West Virginia, the state in which our counselors are licensed to practice. THS is *not* a regular service option available from CCPPS.

This document is an addendum to WVU CCPPS' standard Informed Consent and does not replace it. All aspects of informed consent for treatment in that document apply to THS. THS is conducted and documented in a confidential manner according to applicable laws in similar ways as in-person services.

There are some risks including:

- Session disruption or delay or communication distortion due to technical failures.
- Increased likelihood of misunderstanding as THS involves alternate forms of communication that may reduce visual and auditory cues.
- Your counselor determining that THS is not an appropriate option.
- Limits to confidentiality in the event you choose to receive services in settings where others might overhear.
- Rare cases in which security protocols could fail.

WVU CCPPS works to reduce these risks by:

- Using the telephone as the primary means of providing THS.
- Utilizing secure videoconferencing software provided by WVU which is HIPPA compliant and suitable to the exchange of personal health information.
- Ensuring end-to-end encryption of the videoconference.
- Not recording, and asking that you will not record, the videoconference.
- Making sure that staff members have received the appropriate training to make use of the videoconferencing software and engage in THS.
- Conducting, and asking that you conduct, THS only from a private location where you will not be overheard or interrupted.
- Asking you to use your own computer or device, or a WVU-owned device, on a secure internet connection that is not publicly accessible, rather than on public or free Wi-Fi.
- Asking that you ensure your computer or device has updated and operating anti-virus software.
- Asking that you provide your location, information for at least one nearby emergency contact, and the name of the emergency room closest to your location. This allows CCPPS to contact these supports if you are in crisis or your counselor is unable to reach you.

You will need a webcam or smartphone for videoconferencing, and you will be provided instructions on how to use the videoconferencing software. It is important to be in a quiet, private space that is free of distractions. Should there be technical problems with the videoconferencing session, the most reliable substitute is to make contact by telephone. Make sure CCPPS has your current and correct contact information. Phone calls from CCPPS may show up as "unavailable." If you experience technical problems and cannot make a videoconference connection, please contact CCPPS. You may choose to contact your counselor by email, but please remember that email is not a confidential form of communication and your contact should be limited to matters related to scheduling only.

If we believe that you may be in crisis and we are not able to contact you, we may call your emergency contact or local emergency service providers.

Operational hours for WVU CCPPS are posted on our website. You can reach CCPPS by calling 304-293-4431.

CCPPS after-hours services are available any time that CCPPS is closed and can be reached by calling 304-293-4431. A crisis text line is also available to students 24/7 by texting WVU to 741741.

I have read and understand the above information. I hereby give informed consent to us Telehealth Services.

Client Signature: _____ Date_____