



Client Name: _____ **Date of Birth:** _____ **MR#:** _____

Demographic Sheet

Gender: Male Female **Age:** _____ **Social Security #:** _____

Address: _____ **City:** _____ **Zip Code:** _____

Home Phone#: _____ **Can we leave a message on your home phone?** Yes No

Cell Phone #: _____ **Can we leave a message on your cell phone?** Yes No

Email Address: _____

Occupation: _____ **Employer/ School:** _____

Work Phone #: _____ **Can we leave a message on your work phone?** Yes No

Marital Status: _____

Spouse's Name: _____ **Social Security #:** _____

Age: _____ **Date of Birth:** _____ **Employer:** _____

Occupation: _____ **Cell Phone #:** _____

Work phone #: _____

PRIMARY INSURANCE INFORMATION:

Insurance Company: _____ **ID/ Member #:** _____

Group #: _____ **Policy/ Plan #:** _____

Name of Insured: _____ **Insured's SSN:** _____

Insured's DOB _____

SECONDARY INSURANCE INFORMATION (IF APPLICABLE):

Insurance Company: _____ **ID/ Member #:** _____

Group #: _____ **Policy/ Plan #:** _____

Name of Insured: _____ **Insured's SSN:** _____

Insured's DOB _____

EMERGENCY CONTACT

Name of Emergency Contact: _____

Relationship to Client: _____ **Emergency Contact Phone:** _____



**Winchester Community
Mental Health Center, Inc.**

Client Name: _____ **Date of Birth:** _____ **MR#:** _____

Parent Information (IF PATIENT IS A MINOR)

N/A- Patient is not a minor.

Father's Name: _____ **Home Phone** _____

Address: _____ **City:** _____ **Zip:** _____

Date of Birth: _____ **Social Security #:** _____

Employer: _____ **Work Phone:** _____

Mother's Name: _____ **Home Phone:** _____

Address: _____ **City:** _____ **Zip:** _____

Date of Birth: _____ **Social Security #:** _____

Employer: _____ **Work Phone:** _____

I was referred by: _____

Relationship to you: _____

*******Be sure to provide the Receptionist with your insurance card(s) and a picture ID.*******

Client/ Parent Signature: _____ **Date:** _____

Staff Printed Name: _____

Staff Signature: _____ **Date:** _____



Client Name: _____ Date of Birth: _____ MR#: _____

ASSIGNMENTS OF BENEFITS
RELEASE OF LIABILITY & MEDICAL INFORMATION

I hereby authorize and request that insurance benefit payments by my insurance company

(Name of your insurance company)

be made directly to Winchester Community Mental Health Center (“Facility”) for services provided to me or my dependent by the facility. I understand that my insurance company may only cover a portion of the total bill and that I may be responsible for all charges not covered by this assignment.

In addition, I authorize Winchester Community Mental Health Center, Inc. to disclose any and all written information to my above-named insurance company and/ or its designated representatives, at the determination of the facility. Such disclosure shall be for reimbursement purposes for those services provided by the facility.

I hereby release the facility, its officers, agents, employees and any clinician associated with my treatment, from all liability that may arise as a result of disclosure of information to the above-named insurance company or their designated representatives.

By signing this assignment of benefits and release of information I acknowledge:

1. I am aware and understand that this authorization will not be used unless the above-named insurance company or their designated representatives request records of information for reimbursement purposes.
2. I agree to participate and assist the facility or its designated representatives with any appeal process necessary to collect payment for services rendered. I hereby appoint the facility as my appointed representatives in any insurance provider or fiscal intermediary case reconsideration and/or appeal procedure to act on my behalf.
3. I am aware and have been advised of the provisions of Federal and State Statutes, rules and regulations that provide for my right to confidentiality of these records.
4. I understand that this assignment and authorization is subject to revocation at any time except to the extent that action has been taken in reliance thereof. In any event, this authorization will expire once reimbursement for services rendered is complete.
5. I understand that the ultimate financial responsibility is mine and verification of insurance is **not** a guarantee of payment
 - Billing may be done by a firm contracted by the facility for billing and collection purposes.
 - Should an overpayment take place, a refund check will be mailed to the authorized party that is due the overpayment.
 - The facility shall be entitled to the full amount of its charges without offset.

I acknowledge receipt of a completed and signed copy of this assignment and release form.

Client Signature

Legal Guardian

Staff Printed Name & Signature

Date of Signature(s)



Client Name: _____ Date of Birth: _____ MR#: _____

LIMITS OF CONFIDENTIALITY (WEST VIRGINIA)

Federal and State of West Virginia Laws and Regulations protect the confidentiality of client records maintained by this facility. Generally, the facility may not say that a client attends the facility or disclose any information identifying a client unless:

1. **Risk of self-harm:** During your session, if you present a threat level, words, or behavior that convince your therapist that you are likely to harm yourself, either deliberately or because you are unable to keep yourself safe, your therapist must do whatever he or she can to prevent you from being harmed.
2. **Risk of harm to others:** During your session, if you present a threat level toward another person, words, or behavior that convince your therapist that you are likely to harm another person, your therapist must try to protect that person. He or she would report your threat to the police, warn the threatened person, and try to prevent you from carrying out your threat. Federal and State of West Virginia Laws and Regulations do not protect any information about a crime committed or intent to commit a crime by a patient either to themselves or others.
3. If your therapist obtains information leading him/her to **believe or suspect abuse** of a child, senior citizen, or disabled person, the therapist must report this to a state agency. To “abuse” means to neglect, hurt, or sexually molest another person. The therapist cannot investigate and decide whether abuse is taking place - if the suspicion is there, the therapist must report it. Federal and State of West Virginia Laws and Regulations do not protect any information about suspected abuse and neglect from being reported.
4. **Children and adolescents:** It is the policy of this agency, when a therapist treats children and adolescents, to ask their parents or guardians to agree that most details of what their children or adolescents tell the therapist will be treated as confidential. However, parents or guardians do have the right to general information about how therapy is going. The therapist may also have to tell parents/guardians about information if their children or others are in any danger.
5. **Couples:** If one member of a couple tells a therapist something the other member does not know, and not knowing this could harm him or her, the therapist cannot promise to keep it confidential from the other person. If this occurs, the therapist will discuss it with you before doing anything else.
6. **In group therapy:** The other members of the group are not therapists. They are not bound by the ethical rules and laws governing therapists. To avoid problems in this area, it is this agency’s policy to ask all members of therapy groups to agree to protect one another’s confidentiality, and to remove from the group any member who does violate another member’s confidentiality. Still, this agency cannot be responsible for such disclosures by other clients, and it may be better for you to discuss information you feel must be legally protected in an individual session with your therapist than in a therapy group session.
7. This agency will not record therapy sessions on audiotape or videotape without your written permission.
8. If a judge court orders your therapist to provide information about your history or your treatment, the therapist must do so as required by federal laws and/or regulations.
9. This disclosure is made to medical personnel in a medical emergency.
10. Your therapy and/or medication management clinician may consult with other Winchester Community Mental Health, Inc. therapy and/or medication management clinicians and/or supervisors to provide the best possible care. These consultations are for professional and training purposes only.

Violation of Federal and State of West Virginia Laws and Regulations by a facility is a crime. Suspected violations may be reported to appropriate authorities in accordance with Federal and State of West Virginia regulations.

Client Statement: I have read this information pertaining to the confidentiality of client records and understand it as written.

Signature of Client

Date

Signature of Parent/Advocate

Date

Staff Printed Name

Staff Signature

Date



Client Name: _____ Date of Birth: _____ MR#: _____

NOTIFICATION OF CLIENT RIGHTS (WEST VIRGINIA)

1. The right to be treated with consideration and the respect for personal dignity, autonomy, and privacy; to include freedom from any type or form of abuse, exploitation, retaliation, humiliation, and neglect.
2. The right to service in a humane setting which is the least feasibly restrictive, as defined in the treatment plan.
3. The right to be informed of one's own condition, of proposed or current services, treatment, or therapies, and of the alternatives.
4. The right to consent to or refuse any service, treatment, or therapy upon full explanation of the expected consequences of such consent or refusal. A parent or legal guardian may consent to or refuse any service, treatment, or therapies on behalf of a client who is a minor; this includes involvement in research projects.
5. The right to a current, written, individualized service plan that addresses one's own mental health, physical health, social and economic needs, and that specifies the provision of appropriate and adequate services, as available, either directly or by referral.
6. The right to be informed how to access self-help services, legal entities for appropriate representation, and advocacy support services.
7. The right to active and informed participation in the establishment, periodic review, and reassessment of the service plan.
8. The right to freedom from unnecessary or excessive medication.
9. The right to freedom from unnecessary restraint or seclusion.
10. The right to participate in any appropriate and available agency service, regardless of refusal of one or more other services, treatments, or therapies, or regardless of relapse from earlier treatment in that or another service, unless there is a valid and specific necessity, which precludes and/or requires the client's participation in other services. This necessity shall be explained to the client and written in the client's current service plan.
11. The right to be informed of and refuse any unusual or hazardous treatment procedures.
12. The right to agency adherence to research guidelines and ethics, if applicable.
13. The right to be advised of and refuse observation by techniques, such as one-way vision mirrors, tape recorders, televisions, movies, or photographs.



Client Name: _____ Date of Birth: _____ MR#: _____

NOTIFICATION OF CLIENT RIGHTS (WEST VIRGINIA)

14. The right to have the opportunity to consult with independent treatment specialists or legal counsel at one's own expense.
15. The right to confidentiality of communication and of all personally identifying information within the limitations and requirements for disclosure of various funding and/or certifying sources, state, or federal statutes, unless release of information is specifically authorized by the client, parent or legal guardian of a client who is a minor, or court-appointed guardian of the person of an adult client.
16. The right to be informed in advance of the reason(s) for discontinuance of service provision, and to be involved in planning for the consequences of that event.
17. The right to receive an explanation of the reason(s) for the denial of services.
18. The right not to be discriminated against in the provision of service on the basis of religion, race, color, creed, sex, national origin, age, lifestyle, physical or mental handicap, developmental disability or inability to pay.
19. The right to know the cost of services.
20. The right to be informed and participate in discharge plans.
21. The right to be fully informed of all rights.
22. The right to exercise all rights without reprisal in any form, including continued and uncompromised access to service.
23. The right to file a grievance.
24. The right to have oral and written instructions for filing a grievance.

Winchester Community Mental Health Center promotes maximum integration and inclusion of the persons served through regular evaluation of the following: any restrictions placed on the rights or privileges of the persons served; method to reinstate restricted or lost privileges and rights; and the purpose or benefit of any type of restriction on rights or privileges.

Privileges can be lost through violation of program rules, or a failure to demonstrate progress in treatment. Should restrictions on privileges occur, the purpose of the restriction will be fully explained to the client and will be documented in the case record. The consumer will also be informed regarding the methods to reinstate restricted or lost privileges. This will also be documented in the case record. All privilege loss must follow an approved WCMHC Behavior Management Plan.



Privacy Notice

Notice of Privacy Practices-Effective September 18, 2014 *Replaces August 23, 2013 Privacy Notice*

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully. If you have any questions about this notice, please contact the Clinical Director or our Privacy Officer at the telephone numbers and addresses listed at the end of this notice.

WHAT IS MY PROTECTED HEALTH INFORMATION (PHI)?

Anything from the past, present, or future about your mental or physical health condition that is spoken, written, or electronically recorded, and is created by or given to anyone providing care to you, such as, a health plan, a public health authority, your employers, your insurance company, your school or university, or anyone who processes health information about you.

OUR OBLIGATIONS:

- Maintain the privacy of protected health information;
- Keep medical records that identify private information about you;
- Give you this notice of our legal duties and privacy practices with respect to medical information about you;
- Follow the terms of the notice currently in effect.

HOW WE MAY USE AND DISCLOSE HEALTH INFORMATION:

The following describes the ways we may use and disclose health information that identifies you (“Health Information”). Except for the purposes described below, we will use and disclose Health Information only with your written permission. You may revoke such permission at any time by writing to our Privacy Officer.

For Treatment- We may use and disclose Health Information for your treatment and to provide you with treatment-related health care services. For example, we may disclose Health Information to doctors, nurses, technicians, or other personnel, including people outside our office, who are involved in your medical care and need the information to provide you with medical care.

For Payment- We may use and disclose Health Information so that we or others may bill and receive payment from you, an insurance company or a third party for the treatment and services you received. For example, we may give your health plan information about you so that they will pay for your treatment.



**Winchester Community
Mental Health Center, Inc.**

For Health Care Operations- We may use and disclose Health Information for health care operation purposes. These uses and disclosures are necessary to make sure that all our patients receive quality care and to operate and manage our office. We may share information with other entities that have a relationship with you (for example, your health plan) for their health care operation activities.

Appointment Reminders, Treatment Alternatives and Health Related Benefits and Services. We may use and disclose Health Information to contact you to remind you that you have an appointment with us. We also may use and disclose Health Information to tell you about treatment alternatives or health-related benefits and services that may be of interest to you.

Individuals Involved in Your Care or Payment for Your Care- When appropriate, we may share Health Information with a person who is involved in your medical care or payment for your care, such as your family or a close friend. We also may notify your family about your location or general condition or disclose such information to an entity assisting in a disaster relief effort.

Research- Under certain circumstances, we may use and disclose Health Information for research. For example, a research project may involve comparing the health of patients who receive one treatment to those who received another, for the same condition. Before we use or disclose Health Information for research, the project will go through a special approval process. Even without special approval, we may permit researchers to look at records to help identify patients who may be included in their research project or for other similar purposes, as long as they do not remove or take a copy of any Health Information.

SPECIAL SITUATIONS:

As Required by Law- We will disclose Health Information when required to do so by international, federal, state, or local law.

To Avert a Serious Threat to Health or Safety- We may use and disclose Health Information when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person. Disclosures, however, will be made only to someone who may be able to help prevent the threat.

Business Associates- We may disclose Health Information to our business associates that perform functions on our behalf or provide us with services if the information is necessary for such functions or services. For example, we may use another company to perform billing services on our behalf. All our business associates are obligated to protect the privacy of your information and are not allowed to use or disclose any information other than as specified in our contract.



**Winchester Community
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Organ and Tissue Donation- If you are an organ donor, we may use or release Health Information to organizations that handle organ procurement or other entities engaged in procurement, banking or transportation of organs, eyes, or tissues to facilitate organ, eye or tissue donation and transplantation.

Military and Veterans- If you are a member of the armed forces, we may release Health Information as required by military command authorities. We also may release Health Information to the appropriate foreign military authority if you are a member of a foreign military.

Worker's Compensation- We may release Health Information for worker's compensation or similar programs. These programs provide benefits for work-related injuries or illness.

Public Health Risks- We may disclose Health Information for public health activities. These activities generally include disclosures to prevent or control disease, injury or disability; report births and deaths; report child abuse or neglect; report reaction to medications or problems with products; notify people of recalls of products they may be using; a person who may have been exposed to a disease or may be at risk for contracting or spreading a disease or condition; and the appropriate government authority if we believe a patient has been the victim of abuse, neglect or domestic violence. We will only make this disclosure if you agree or when required or authorized by law.

Health Oversight Activities- We may disclose Health Information to a health oversight agency for activities authorized by law. These oversight activities include, for example, audits, investigations, inspections, and licensure. These activities are necessary for the government to monitor the health care system, government programs, and compliance with civil rights laws.

Data Breach Notification Purposes- We may use or disclose your Protected Health Information to provide legally required notices of unauthorized access to or disclosure of your health information.

Lawsuits and Disputes- If you are involved in a lawsuit or a dispute, we may disclose Health Information in response to a court or administrative order. We also may disclose Health Information in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute, but only if efforts have been made to tell you about the request of to obtain an order protecting the information requested.

Law Enforcement- We may release Health Information if asked by a law enforcement official if the information is: (1) in response to a court order, subpoena, warrant, summons or similar process; (2) limited information to identify or locate a suspect, fugitive, material witness, or missing person; (3) about the victim of a crime even if, under certain very limited circumstances, we are unable to obtain the person's agreement; (4) about a death we believe may be the result of criminal conduct; (5) about criminal conduct on our premises; and (6) in an emergency to report a crime, the location of the crime or victims, or the identify, description or location of the person who committed the crime.



**Winchester Community
Mental Health Center, Inc.**

Coroners, Medical Examiners and Funeral Directors- We may release Health Information to a coroner or medical examiner. This may be necessary, for example, to identify a deceased person or determine the cause of death. We also may release Health Information to funeral directors as necessary for their duties.

National Security and Intelligence Activities- We may release Health Information to authorized federal officials for intelligence, counterintelligence, and other national security activities authorized by law.

Protective Services for the President and Others- We may disclose Health Information to authorized federal officials, so they may provide protection to the President, other authorized persons, or foreign heads of state or to conduct special investigations.

Inmates or Individuals in Custody- If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may release Health Information to the correctional institution or law enforcement official. This release would be necessary: (1) for the institution to provide you with health care; (2) to protect your health and safety of the health and safety of others; or (3) the safety and security of the correctional institution.

USES AND DISCLOSURES THAT REQUIRE US TO GIVE YOU AN OPPORTUNITY TO OBJECT AND OPT:

Individuals Involved in Your Care or Payment for Your Care- Unless you object, we may disclose to a member of your family, a relative, a close friend or any other person you identify, your Protected Health Information that directly relates to that person's involvement in your health care. If you are unable to agree or object to such a disclosure, we may disclose such information as necessary if we determine that it is in your best interest based on our professional judgment.

Disaster Relief- We may disclose your Protected Health Information to disaster relief organizations that seek your Protected Health Information to coordinate your care or notify family and friends of your location or condition in a disaster. We will provide you with an opportunity to agree or object to such a disclosure whenever we practically can do so.

YOUR WRITTEN AUTHORIZATION IS REQUIRED FOR OTHER USES AND DISCLOSURES:

The following uses and disclosures of your Protected Health Information will be made only with your written authorization:

1. Uses and disclosures of Protected Health Information for marketing purposes; and



**Winchester Community
Mental Health Center, Inc.**

2. Disclosures that constitute a sale of your Protected Health Information

Other uses and disclosures of Protected Health Information not covered by this Notice or the laws that apply to us will be made only with your written authorization. If you do not give us authorization, you may revoke it at any time by submitting a written revocation to our Privacy Officer and we will no longer disclose Protected Health Information under the authorization. But disclosures that we made in reliance on your authorization before you revoked it will not be affected by this revocation.

CAN I REVOKE MY CONSENT?

Yes, you can revoke your consent. You must do this in writing and bring it to us so that we can stop using and disclosing your Protected Health Information. We are permitted to use and disclose your Protected Health Information based on your consent until we receive your revocation in writing. However, if you revoke your consent, we reserve the right to refuse to provide further treatment to you, on the basis of your refusal to allow us to share your information for purposes of treatment, payment, and healthcare operations.

Clinical Director: Mary Zirkle, MS, LPC-S

Privacy Officer: Stacie Cain

Address: 36 Ricketts Drive, Winchester, VA 22601

Phone: (540) 535-1112



**Winchester Community
Mental Health Center, Inc.**

Winchester Community Mental Health Center
Acknowledgement of Receipt of HIPAA Notice of Privacy Practices

**ACKNOWLEDGEMENT OF RECEIPT OF
HIPAA NOTICE OF PRIVACY PRACTICES
("Acknowledgement")**

Client Name (Please Print): _____

Client Date of Birth: _____ **MR#:** _____

I acknowledge that I have received a copy of WCMHC's HIPAA Notice of Privacy Practices

Client Signature

Date

OR

Parent/Legal Guardian/Personal Representative Name (Please Print)

Signature of Parent/Legal Guardian/Personal Representative

Date

Authority of Personal Representative to Sign for Client (**check one**):

Parent Guardian Power of Attorney Other: _____

Please Note: It is your right to refuse to sign this Acknowledgment.



Client Name: _____ Date of Birth: _____ MR#: _____

OUTPATIENT AFTER HOURS EMERGENCY POLICY AND PROCEDURE

POLICY:

If a client’s condition deteriorates after program hours to require a level of intensity and security greater than what the Outpatient provides, the client or parent/guardian should call 911 or go to the nearest hospital.

PROCEDURE:

1. Should psychiatric emergency arise after program hours, the client and/or family member and/or significant other may contact the program at (540) 409-0638 at which time the answering service will immediately contact the Program Director. Should life endangering behavior be present, the answering service will immediately notify the caller to contact emergency services 911 or go to the nearest hospital and may initiate this call if necessary.
2. The Program Director, once notified, will then contact:
 - a. The client’s family member and/or significant other to gather further information on the client’s current status and to take professionally indicated actions.
 - b. In case of life-threatening behaviors, immediate contact with emergency services will be initiated to protect the life and safety of the client and/or others.

CLIENT/GUARDIAN STATEMENT: I have read and fully understand and agree to all conditions to this After Hour Emergency Policy and Procedures.

Signature of Client Date Signature of Parent/Advocate Date

Staff Printed Name & Signature Date



Client Name: _____ Date of Birth: _____ MR#: _____

Orientation Checklist

The following information has been provided as part of the person served orientation. A check of the item and the signatures below indicate that each area has been fully explained and is understood by the person served.

- _____ Rights and grievance and appeal procedures
- _____ Services provided, days and hours of operation, expected level of participation
- _____ Access to emergency services, after hours
- _____ Code of ethics/conduct
- _____ Confidentiality policy, limits of confidentiality
- _____ Methods, opportunities, and policy on input
- _____ Explanation of financial obligations, fees, and financial arrangements
- _____ Fire, safety, infection control, and emergency procedures
- _____ Policy on restraint
- _____ Policy on tobacco products
- _____ Policy on illicit or licit drugs brought into the program
- _____ Policy on weapons brought into the program
- _____ Identification of the person responsible for service coordination
- _____ Program rules, including restriction and the loss of regaining of rights
- _____ Purpose and process of biopsychosocial assessment
- _____ Individual plan development
- _____ Discharge/transition criteria and procedures
- _____ Human Rights and how to report
- _____ Procedure for reporting client abuse, neglect and/or exploitation

Client Signature: _____ Date: _____

Guardian or Parent/Advocate Signature: _____ Date: _____

Staff Signature and Name: _____ Date: _____



Client Name: _____ Date of Birth: _____ MR#: _____

Coordination of Care Form

THIS IS NOT A REQUEST FOR RECORDS AT THIS TIME. THIS IS A NOTIFICATION OF CLIENT'S SERVICES AT WCMHC.

READ THIS FIRST:

This form is to be completed if you wish to authorize your behavioral health provider to exchange information regarding your behavioral health condition with your primary care provider or other behavioral health providers who may be directly involved in making decisions regarding your health care. This authorization will remain in effect until the (a) date you specify; (b) one (1) year from date signed; or (c) the date you withdraw your permission.

I hereby refuse to exchange information with my primary care provider or other behavioral health providers. (If client refuses, have client sign and do not complete the information below).

Primary Care Physician or Group Practice Name: _____
(*please indicate if none at this time)

Phone Number: _____ **Fax Number:** _____

Client Information

WCMHC Provider: _____ **First date of service:** _____

Location of WCMHC Services: (Please select one):

- 36 Ricketts Drive Winchester, VA 22601 Phone: (540) 535-1112
- 105 Stony Pointe Way Strasburg, VA 22657 Phone: (540) 465-9606
- 123 Hovatter Drive Inwood, WV 25428 Phone: (304) 901-5801

The Client is Receiving:

- | | | |
|---|--|--|
| <input type="checkbox"/> Group Therapy Services | <input type="checkbox"/> Medication Management | <input type="checkbox"/> Intensive In-home services |
| <input type="checkbox"/> Substance Abuse Treatment | <input type="checkbox"/> Individual Therapy | <input type="checkbox"/> Mental Health Skill-Building services |
| <input type="checkbox"/> Family Therapy | <input type="checkbox"/> Partial Hospitalization Program | |
| <input type="checkbox"/> Intensive Outpatient Therapy | <input type="checkbox"/> Couples Therapy | |
| <input type="checkbox"/> Relevant information: _____ | | |

Complete your acknowledgement that you understand that:

- You have the right to review the information that is being used or disclosed.
- You do not have to complete this authorization and your refusal will not affect your benefits.
- The information used or disclosed by this authorization may be at risk for re-disclosure by the recipient and no longer protected by federal privacy laws.
- It is your responsibility to notify your Behavioral Healthcare Provider if you choose to change your Primary Care Physician.
- You have a right to revoke this authorization at any time.

Signature of Client, Parent, Guardian, or Authorized Representative

Date

Authorized Staff Signature and Printed Name

Date



Client Name: _____ Date of Birth: _____ MR#: _____

**Tele-Therapy and Tele-Medication
Limits of Confidentiality**

What is Teletherapy or Telehealth/Tele-Medication?

Teletherapy, Telehealth/Tele-Medication, involves the use of electronic communications to enable physicians and other healthcare professionals, including mental healthcare professionals, to improve the access to quality and appropriate care. Teletherapy includes the practice of health-care delivery, evaluation diagnosis, consultation, treatment, transfer of medical data, and education using interactive audio, video, or data communications. Treatment Providers may include, but are not limited to, psychiatrists, psychologists, nurses, counselors, clinical social workers, and marriage and family therapists.

Teletherapy services are also available for face-to-face clients on an as needed basis if deemed to be necessary and appropriate for treatment. At this time teletherapy services are only being offered via videoconferencing and the telephone.

Risks and Benefits

In addition to the risks and benefits outlined in the Informed Consent, Teletherapy has its own unique risks and benefits. Benefits include improved access to care for clients who are homebound, lack reliable transportation, or do not have providers near them. Teletherapy can be beneficial for those who are more comfortable communicating online rather than face to face. Teletherapy often offers more flexibility with scheduling. Risks include but aren't limited to unexpected technological failures during sessions; increased risks to privacy which creates an additional burden on the client to ensure that sessions are private and undisrupted; hacking. An important risk to consider is the lack of nonverbal communication (body signals) that are readily available to both therapist and client in face-to-face sessions. Without this information, teletherapy may be slower to progress or be less effective altogether.

Client Records

All records are kept in written, hard copy form and stored at Winchester Community Mental Health Center located in Winchester, VA or Inwood, WV. All records are stored for seven (7) years. Clients and Parents/Legal Guardians of Minor Clients have the right to request a copy of the record or a brief summary. All records request must be submitted in writing and are subject to a fee.

Verification of Client Identity

At the initial session the client will be required to provide proof of identity.

Technological Failures

Should a video or telephone session experience a disruption/technological failure the therapist will re-establish the connection (place a new video or telephone call) unless other arrangements between client and therapist are agreed upon. If videoconferencing is temporarily unavailable the session will resume via telephone (in accordance with the client's consent for communication form.) If after 15 minutes connection can't be re-established, or the session resumed on the phone then the session will be rescheduled. If the technological failure occurs on the therapist's end the client will not be charged for the appointment; if the failure occurs on the client's end, they are still subject to the full session fee (pro-rated session rates not available).

Emergencies

Emergency procedures laid out in the Informed Consent form apply. Given that therapy is not being conducted face to face, I do require all teletherapy clients have an emergency contact on file (additional release will be provided).

