**Informed Consent**

**for**

**Technology Assisted/Online Counseling**

The purpose of this document is to inform you, the client, about many aspects of online counseling services: the possible misunderstandings, turnaround time, potential risk and benefits, appropriateness, and payment. Please read this entire document**,** sign and submit to NACF.

1) **Possible misunderstandings** – The client should be aware that misunderstandings are possible with telephone, message chat, or video chat since nonverbal cues are relatively lacking. If you have never engaged in online counseling before, have patience with the process and realize that there may be times when misunderstandings can occur.

2) **Turnaround time** – Using methods that are not in “real-time” like email or messaging entails a “lag” of response. The counselor and staff will make every effort to respond to communications within a 12 to 24 hour period but do not expect an immediate response. If you are in crisis or having an emergency, please call 1-800-SUICIDE, 911 or go to your local emergency room.

3) **Potential risk** – Although the internet provides the appearance of confidentiality, privacy using technology can be more of an issue “Online” than in person. The client is responsible for securing their own computer hardware, internet access points, chat software, and email. The client is also responsible for the privacy of the room where the session is taking place. Audio and video recordings are not permitted without the written consent of both parties.

4) **Potential benefit** – The benefits of receiving mental health services online using video chat or phone is primarily convenience, allowing clients to be counseled potentially from anywhere that they can have privacy, use internet and have access to the necessary equipment (IE smartphone, tablet or computer).

5) **Appropriateness** – Online counseling may not be appropriate for all clients particularly if you feel you are uncomfortable with the possible technological difficulties\*, cannot maintain a private setting and/or do not have adequate internet access and equipment (IE smartphone, tablet or computer). If that is your situation an “in-person” session might be a better option.

6) **Payment** – Just like an “in-office” session payment will be expected at the time of service. If you have a co-pay or cash pay amount, several different payment methods will be available to you including online payment through STRIPE on Doxy.me (HIPAA secure). In addition, arrangements can be made through the assistant at the office to charge your card on file. Cash or check payments may also be left in our locked mailbox outside the office.

\*Should we have an interruption or disconnection during session the counselor will call you back and/or make arrangements to complete session on a different day/time. Appropriate adjustments will be made to the charged fee under those circumstances.

Printed Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_