

Cape Fear Developmental Therapies PLLC

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INFORMED CONSENT for TELE-PSYCHOLOGICAL SERVICES

Please be advised that all of the information in the full Informed Consent document continues to apply to the work you will do with your provider in the Cape Fear Developmental Therapies group. The additional information below applies specifically to the tele-psychology option our clinic is temporarily able to offer. Insurance companies and licensing Boards have already informed us that this current treatment delivery option will likely NOT continue beyond the current health crisis, due to known risks to confidentiality and the limitations inherent in communication that is not “in person”.

To cover our current ability to work with your family, you will be asked to acknowledge that you understand the terms of this alternate therapeutic option. Your verbal consent will be documented in the notes of the first tele-psychological session that you and your child / adolescent have with your provider in this format. If you are a new patient, your signed consent on the Acknowledgment of Notifications page will also serve to provide consent for the services outlined here.

At the outset of participating in video conferencing services, we will have discussed and agreed to the following:

- There are potential benefits and risks of video-conferencing (such as limits to confidentiality), which differ from in-person sessions. Your right to terminate telemedicine or any other mental health services at any time remains in effect, however.
- Confidentiality guidelines still apply for tele-psychology services. No session will be recorded by either party. Typical session notes have to be prepared, however, in order for insurance claims to be filed at the completion of the session. Those notes are not released to the insurance company though.
- Your provider will explain how the video-conferencing platform works, and will continue to answer any questions you or your child / adolescent may have about utilizing this interaction format.
- It is critical to use a private and secure internet connection, rather than a public access wi-fi option. It is also your responsibility to provide an electronic device and internet capability, in order to access the video-conferencing platform. Our practice will not incur any of your costs for this therapeutic strategy, and regular billing fees will apply on our end, as agreed to in advance.
- It is important for you to organize the space and situation where you will participate in the video-conferencing session, so that quiet, private time is available for the session, to the extent possible.
- It is important to treat the time for video-conferencing the same way we would for an in-person session. Your provider can see you in the online “wait room” as soon as you click on the link to enter the platform, and will begin and end the session as close to your assigned appointment time as possible.
- Any changes or cancellations for the session should follow the same guidance as for in-person sessions.
- For each session, a “back up plan” should be discussed at the outset, in case internet, electricity, or other technical issues occur that abruptly cut-off a session. Phone contact may be needed, and/or re-scheduling.
- Our office will ensure that tele-psychology sessions will be reimbursed by your insurance company, prior to the session. If there is no coverage, we will advise of the private pay rate.
- For reasons related to safety and you or your family’s welfare, your provider may determine that tele-psychology services are not a good fit. A return to in-person sessions will be discussed if cessation of video-conferencing is indicated.
- Telephonic therapy is not recommended by any licensing Board nor insurance company. If a phone consult is needed for an emergent issue, your provider will limit the conversation to no more than 15 minutes.

Thank you for understanding our practice’s desire to continue to work with you and your child / adolescent; to do that ethically, we must follow the guidelines put forth by our licensing and paying entities. We appreciate your patience in this “new normal” that we are all trying to navigate.