

## SSPC TELEHEALTH SERVICES



In response to providing optimal **Telehealth** services, **Stepping Stones Psychiatric Care** continues to implementing measurements to protect your privacy and follow through with HIPAA regulations.

Our service providers: Psychiatrist, PA's & Therapists, **will send a link to your email or a text message to your "best" phone number in the system** to connect with you via our HIPAA compliant **ICANotes** computer service. This will allow access to video/voice communication and ensure a confidential and protected session appropriately.

- The Psychiatrist, Physician Assistants & Therapists will reach out to you from our current office location in Bridgeville, to ensure privacy and client information protection & confidentiality.
- We know that life is busy, and you are important to us! We recommend that you find a quiet, private and confidential area where you can actively participate and engage in your session and make the best of it without being disrupted or bothered by onlookers, kids, coworkers, etc.!
- It is also recommended that you ensure that any updates in your computer, cellphone or any other devices that you might use for the session have been completed so that they do not attempt to update in the middle of the session while you are talking.
- **Only the service provider and the patient [and guardian in case of a minor] should be present.**
- **By scheduling, answering the call or connecting via the link sent to your email you are consenting to actively participating in the session.**
- **Because technology can be unpredictable at times** - If the video service is not available, signal isn't optimal, we can't hear you, etc., a regular phone call will be attempted. If neither service is successful [possible delays in service, need to travel, or risks associated with not having the services] the appointment can be rescheduled for another day as a **Telehealth** appointment or an **In-person** appointment.
- **As a patient it is your right to accept or decline participating in Telehealth services in each session. If that was the case, we do have the option of In-person appointments to facilitate interaction and avoid technology disruptions.**

\_\_\_\_\_  
Patient's Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent or Legal Guardian [if a minor]

\_\_\_\_\_  
Date