

## INFORMED CONSENT FOR TELE-HEALTH SERVICES

Prior to starting video-conferencing services, I understand and agree to the following:

- There are potential benefits and risks of video-conferencing (e.g. limits to patient confidentiality) that differ from in-person sessions.
- Confidentiality still applies for tele-appointments, and nobody will record the session without the permission from the others person(s).
- We agree to use the video-conferencing platform selected for our virtual sessions, and BCC staff will explain how to use it, if needed.
- A webcam or smartphone needs to be used during the session to ensure video participation.
- It is important to be in a quiet, private space that is free of distractions (including cell phone or other devices) during the session.
- It is important to use a secure internet connection rather than public/free Wi-Fi.
- It is important to be on time. If you need to cancel or change your tele-appointment, you must notify the office 24-hours in advance by phone or email to avoid a potential missed appointment fee.
- A back-up plan is needed (e.g., phone number where you can be reached) to restart the session or to reschedule it, in the event of technical problems.
- A safety plan is needed that includes at least one emergency contact and location during the time of the session, in the event of a crisis situation.
- If the client is not an adult, permission of the parent or legal guardian (and their contact information) is needed for the client to participate in tele-health sessions.
- You should confirm with your insurance company that the video sessions will be reimbursed; if they are not reimbursed, you are responsible for full payment.
- BCC may determine that due to certain circumstances, tele-appointments are no longer appropriate and that you should resume your sessions in-person.

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Patient Name

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Signature of Patient/Patient's Legal Representative

Date

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