

Consent and Procedure for Telecounseling (video or phone)

Christian Counseling Associates Raleigh (CCAR)

Telecounseling/Video Procedure

1. Make the appointment as usual through our office (919-260-5830). Request TELECOUNSELING with your counselor or life coach.
2. We will send you an email to register for CLOCKTREE (our online HIPAA-compliant platform). Follow the simple instructions to get registered with CLOCKTREE.
3. You will later be sent an email invitation for a CLOCKTREE video counseling appointment. This email will provide the day, time and link for your online session. Please accept the invitation. Do not click on the link for your session until the time of your appointment.
4. Beginning 10 minutes prior to your online session follow these steps:
 - Set up your computer having your audio turned on (lower right corner)
 - Have a credit card available as your provider will ask for your payment at the beginning of the session OR pay through the CLOCKTREE secure portal
 - At the time of your scheduled session, click on the link in the email invitation you received earlier and you will be in the online video waiting room
 - Wait until your provider joins you online. If there is a long delay, please call our office (919-260-5830)
 - Plan to end your session after 50 minutes as usual
 - All sessions start on the hour or half hour

Explanation of Telecounseling:

1. Telecounseling (video or phone) is a viable form of treatment to promote continuity of care when the client or the practitioner cannot physically be present in the practitioner's office. This will be real-time counseling or life coaching by computer, tablet or phone at a scheduled appointment time.
2. Telecounseling is very effective for most clients but may not be the best venue for some people.

Limitations:

1. Online counseling or life coaching can entail issues with technology at times such as limited internet or phone connectivity.
2. CCAR should not be held responsible, nor will the client be held responsible. In addition, misunderstood verbal or visual cues or responses are possible. Verbal clarification may be needed at times.
3. If the amount of interference becomes interruptive of the session, the practitioner and client should collaborate to decide on rescheduling the appointment. If a video session is cut off, the practitioner will try to reconnect by video and then, if needed, try to connect by phone to finish the session.
4. Therapists may only provide telecounseling in the state in which they are licensed.

Confidentiality/Safety:

1. The client must take responsibility to use a private and encrypted WiFi, (never a public WiFi) with devices having protections like firewalls, anti-virus software and are password protected. The practitioner applies the same standards on their device(s) as well as using HIPAA-compliant medical software to protect privacy and confidentiality.
2. The client(s) must be in a closed room with no interruption or distraction for the entire session period. The practitioner will also be isolated in a closed room, insuring that no other person overhears or records the session. **During the session, practitioners may need to violate confidentiality and take appropriate action if something is shared in session involving child/elder abuse or neglect in addition to any intent to harm oneself or another. Whenever needed, appropriate action will be taken to ensure safety for all clients as well as outside persons discussed.*
3. The practitioner's notes will be kept confidential and secure in a locked device. All software will be upgraded to the highest standards of HIPAA compliance. CCAR is held to the state and national Code of Ethics standards and will maintain confidentiality and privacy as best as possible; however, due to the nature of online and phone communication we may not be able to control all situations completely.

Fees/Cancellations:

1. Fees are same as in-person counseling/coaching: \$130 (\$230/two session) for all therapists except for Dr. Mike Garrett (\$150 or \$280/two session). Life Coaching and Pastoral Counseling fees are \$110/session.
2. A client may decide to reschedule or cancel telecounseling sessions if 24-hour notice is given to our office (919-260-5830); Clients will be responsible for:
 - 24-hour cancellation required by email, call or text to our office administrator OR their practitioner
 - Late cancellation fee is \$75 if reschedule or cancellation is done less than 24 hours prior to appointment
 - Clients must provide a credit card to be on file as well as basic information like email and cell numbers
 - If a client is late to session or must end early, payment for the entire appointment is expected

Emergencies:

If the client is in a state of crisis or emergency, they should dial 911 or go to the local emergency room. Clients may also utilize 1-800-SUICIDE or 1-800-273-TALK. Deaf clients can call 1-800-799-4TTY. The practitioner may not be available to respond immediately to emails or phone calls from the client.