

## **UNIVERSITY COUNSELING CENTER CONSENT TO TREATMENT FORM ADDENDUM TELE-MENTAL HEALTH SERVICES INFORMED CONSENT**

This document is an addendum to the Consent to Treatment Form of the University Counseling Center (UCC) at Notre Dame and does not replace it. All aspects of informed consent for treatment in the Consent to Treatment Form apply to Tele-Mental Health (TMH) Services. TMH is offered to improve access for University of Notre Dame students to UCC counseling services during the current pandemic while significant barriers to in-person treatment exist. The use of TMH counseling with the UCC is subject to the discretion of the UCC mental health providers, temporary in nature, and based upon the UCC's assessment of the student's clinical needs.

### ***What are Tele-Mental Health Services?***

TMH Services include the practices of consultation, education, mental health evaluation, assessment, diagnosis, treatment planning, and psychotherapeutic treatment that occur primarily through videoconferencing, interactive audio/video, telephone, email, and/or other electronic data communications. The only format for TMH Services that the UCC provides at this time is TMH videoconferencing.

We expect that you will benefit from TMH Services, but the results cannot be guaranteed. TMH Services and care may not be as complete as in-person services. TMH Services may not be appropriate for you or the best method of counseling for you based on various factors, including without limitation: heightened risk of harm to oneself or others; lack of access to, or difficulty with, communications technology; significant communications service disruptions; or need for more intensive counseling services. In the event that a UCC counselor determines at any time that TMH Services are not appropriate for your care, your counselor will recommend referrals to other appropriate services.

The UCC is utilizing TAO Zoom, provided by the third party vendor TAO Connect, for videoconferencing TMH Services. TAO Zoom includes industry standard privacy safeguards designed to protect against unauthorized access to private information collected and generated about you in connection with TMH Services delivered through TAO Zoom, including encrypted transmission of TMH sessions and password authentication for session access. TAO Connect will collect and generate some identifying information about you in order to provide technical support and facilitate interaction with your counselor. Identifying information includes your name, e-mail address, and phone number. Identifying information about you will be deleted by TAO Connect from its systems after your account has been inactive for 6 months. However, TAO Connect may maintain de-identified information from TMH Services provided to you by UCC in order to continue evaluating and improving TAO Connect service delivery, but TAO Connect will not share this information with any third party.

The UCC will provide you with a Secure Video Conference Instruction sheet, which describes the manner in which TAO Connect videoconferencing TMH sessions will be initiated and conducted. The UCC will not audio- or video-record any TAO Connect session with you without your documented consent.

### ***Out-of-State Psychology Services to Students Residing in Jurisdictions outside Indiana***

The UCC is not legally authorized to provide TMH services internationally and in a number of US states. However, in certain of the states outside Indiana now under a declared state of emergency as a result of the COVID-19 pandemic, state officials have authorized psychologists (and other mental health professionals) licensed out-of-state to provide TMH services to clients located in their state. Many of the states that have authorized out-of-state psychologists to provide TMH services to in-state clients have granted such authorization on a temporary basis, where it is intended to last only until the expiration of the state's own

declared state of emergency. Thus, to the extent your counselor at the UCC may currently have a temporary or emergency license, or other authorization, to provide TMH services in states outside Indiana, such authorization is likely of limited duration. The UCC does not know, and cannot predict how long its counselors will be authorized to practice in certain states outside of Indiana. However, due to the risk that your UCC counselor's license or authorization to provide TMH services in your state could expire abruptly and with little or no warning, your counselor will work with you to prepare in advance for that possibility and, if appropriate, explore referral options that will allow you to continue working with other support services should the need arise. In addition, to validate compliance with the legal requirements limiting where your counselor may deliver TMH services, your counselor will confirm your location at the beginning of each session.

***Your rights and responsibilities with respect to Tele-Mental Health Services:***

You have the right to withhold or remove consent for TMH Services at any time without affecting your right to future care or treatment, and without endangering the loss or withdrawal of any UCC service that otherwise is being provided to or is available to you.

In order to obtain TMH Services from the UCC, you agree to be responsible for the following:

- Providing a computer, smartphone and/or necessary telecommunications equipment and internet access for TMH sessions. For privacy reasons, do not use a computer or device that is publicly accessible.
- Ensuring that your computer or device has updated operating and anti-virus software.
- Engaging in sessions only from a private location where you will not be overheard or interrupted.
- Being dressed as if you were attending an in-person, face-to-face session.
- You will not video- or audio- record your TMH sessions.

***Risks involved with TMH Services:***

TMH Services are conducted and documented in a confidential manner according to applicable laws in similar ways as in-person services. There are, however, risks associated with the delivery of TMH Services, including:

- Sessions could be disrupted, delayed, or communications distorted due to technical failures.
- 100% confidentiality cannot be guaranteed due to privacy vulnerabilities that are inherent in any electronic communications system and due to the UCC's lack of control over the platforms and services that are utilized for TMH Services, including the equipment and systems that you supply and utilize as an end user.
- Videoconferencing involves alternative forms of communication that may reduce visual and auditory cues and increase the likelihood of misunderstanding one another.
- Your counselor may determine videoconferencing is not an appropriate treatment option or may stop videoconferencing treatment at any time if your condition changes or TMH presents barriers to effective treatment for you.
- In rare cases, security protocols could be breached and your confidential information could be accessed by unauthorized persons.

Should there be technical problems with videoconferencing, the most reliable backup plan is to contact your UCC counselor by phone. Make sure that the UCC has a correct phone number at which you can be reached,

and *have your phone with you during your session*. If you are unable to connect to a videoconference, or get disconnected, please try to connect to that videoconference again. If problems continue, your UCC counselor will attempt to reach out to you at the phone number you have provided. If after 15 minutes you have not reconnected with your counselor, please contact the number that your counselor has provided. Email is not a confidential method of communication, and your counselor may not access or respond to emails quickly. If you choose to contact your counselor by email, do not include private information, and do not expect a prompt response. **Contacting the UCC and Emergency Contact Information**

The UCC's videoconferencing tool is not monitored on a regular basis. If you need to reach your clinician between sessions, you may call the UCC (574-631-7336) during normal business hours.

**If you experience an emergency:**

- The UCC is open from 9:00 am-5:00 pm, M-F, on normal business days.
- After hours:
  - Call the UCC 574-631-7336 and press "0" to reach the after-hours on-call counselor
  - Call 911
  - Go to the nearest emergency room
- National Crisis Resources:
  - National Suicide Prevention Lifeline: 800-273-TALK (8255)
  - Crisis Text Line: Text HOME to 741741
  - IMAlive Crisis Chat: [www.imalive.org](http://www.imalive.org)
  - Lifeline Crisis Chat: <https://suicidepreventionlifeline.org/chat/>

**The phone number where you can be reached if your TMH session is disrupted:** \_\_\_\_\_

**Local Address:** \_\_\_\_\_

In order to obtain TMH Services, you must provide contact information for two emergency contacts that are **in your location** and that can be reached by the UCC if there is any concern for your physical or emotional wellbeing. If you show signs that you may be in danger, the UCC staff will contact one or both of your emergency contacts listed below to verify your well-being. If there are indications that you may be at serious risk of harm to yourself or others, the UCC also is required to contact emergency response personnel to ensure your safety. By signing this form and providing the emergency contact information below, you consent to the UCC communicating with either/both of your emergency contacts and/or with emergency response personnel for any of the reasons described in this paragraph. The emergency contacts that you identify for this purpose are as follows:

Name: \_\_\_\_\_ Name: \_\_\_\_\_  
Relationship: \_\_\_\_\_ Relationship: \_\_\_\_\_ Cell  
number: \_\_\_\_\_ Cell number: \_\_\_\_\_ Email address:  
\_\_\_\_\_ Email address: \_\_\_\_\_

If you choose to change one or both emergency contacts listed above, or if applicable contact information changes, you will inform the UCC and sign a new Tele-Mental Health Services Informed Consent form.