



Telehealth Outreach Program Informed Consent

Patient Name: _____

DOB: _____

Location of Patient: _____

DCAC NCA# _____

MH Provider: _____

Location of Provider: _____

Welcome to the Dakota Children's Advocacy Center Telehealth Outreach Program (TOP). The goal of this program is to reduce barriers and expand access to evidenced-based and trauma-specific mental health services across our service region. We serve children and adolescents who have been victims of abuse or trauma and their non-offending family members. Services are provided or supervised by a licensed clinician. As a client of this center, you will be treated with respect and courtesy in a culturally sensitive manner. You will receive services in a discrimination-free environment and will be free of exploitation by staff members. You have the right to actively participate in your service plan and will be provided information on the risks, benefits, outcomes and alternatives to your plan.

Telehealth

TOP is the utilization of electronic information and communication technologies by a mental health clinician to deliver services to an individual when they are located at a different site than the clinician.

Confidentiality

(Initial) _____

Clients are assured of confidentiality at all times. The DCAC will only release information verbally or in writing to those whom you authorize by written release of the information or authorized by law. Legal exceptions of confidentiality include:

1. We are required to notify other concerned individuals if we assess that a client is at serious risk of harming himself or herself or another person.
2. We are required to report any suspected child and/or vulnerable adult abuse, emotional or physical, and neglect. This includes emotional or physical abuse in order to protect the individual involved as mandated by law.
3. In legal cases, clinical records may be required to be submitted, when ordered by the court.

The laws that protect privacy and the confidentiality of mental health information also apply to telehealth services and the telecommunication software.

Your case may be discussed and reviewed by a team of representatives from several local agencies, which are involved in the investigation and prosecution of alleged child abuse. The purpose of these meetings is to review cases of alleged child abuse and to determine the plan of action, which is to be the most effective in protecting the child victims from experiencing additional trauma. The team is bound by confidentiality as well.

Appointments

Our services are by appointment only and can be set up by calling (701) 323-5626. You will be assigned a clinician and directions on how to access that clinician's telehealth waiting room through the TOP. Following the provided directions, you will login the waiting room at the time of your appointment. A caregiver or designated adult is required to be present at the same location as the child during the appointment.

The clinician is not available to provide services or to respond to phone calls after hours or on the weekends. If you have an emergency during those hours, call 911 or your local Human Service Center mental health crisis line located on the emergency protocol plan established at the first session. Consistency is important for the therapy process. Clients that do not attend on a regular basis will not get the full benefits of our services. Therefore, after three (3) no-shows your case will be assessed for closure.



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Caregivers of child clients are expected to be present for their child's appointment and participate in therapy. This includes checking in with the therapist at each session, practicing skills learned in therapy and supporting the child throughout their therapy. When services are provided through school, arrangements will be made for the caregivers to participate in treatment. Please note **the DCAC does not see kids for the sole purpose of custody evaluation.**

Ongoing Assessment

At the DCAC we like to know if the treatment is effective and if we are reaching our program's goals. We do this by gathering information and doing assessments before, during, and after treatment. This information is used to guide treatment and assess efficacy and outcomes of your services. We also use the information as a whole to learn about our program's strengths and weaknesses and to report outcomes as a part of grant or training reporting. We never report or disclose identifiable information, as this information is confidential.

Risks of Telehealth

There are many benefits of telehealth health, but there are potential risks with this technology as well. Such as:

1. The video connection may not work or that it may stop working during the mental health service.
2. The video picture or information transmitted may not be clear enough to be useful for the mental health service.

At times other staff may be present to set up the video equipment or troubleshoot technology or connection issues, DCAC will take reasonable steps to maintain confidentiality at all times.

Termination

Termination of treatment services may occur at any time and may be initiated by the client or the clinician verbally or in writing. We may terminate treatment with you if, during the course of treatment, we assess that your needs might be served by another community agency. If this situation arises, we will talk with you about the appropriate referral. Clients are able report any complaints or grievances, verbally or written, to the DCAC Executive Director.

Fees

Eligibility for services through DCAC will be determined by the counselor and clients will be informed of eligibility. Clients will not receive a bill for counseling services received at the center. Reimbursement for services is accessed through: Third party payers, Grants, and/or Crime Victims Compensation Funds.

Special policies

At the first session an emergency protocol plan will be established between the clinician, caregiver, and child.

Consent

I have read this document and understand the risks and benefits of telehealth services and have had my questions regarding the procedure explained.

Signature of Legal Guardian

Date

Printed Name

Relationship