

Counseling and Wellness Services

CONSENT TO TREATMENT DURING REMOTE SERVICES PROVISION

Welcome to Wright State University Counseling and Wellness Services. In becoming a client here, it is important that you understand your rights and responsibilities. This statement outlines what you can expect from us and what we expect from you. Please read it carefully. If you have questions about anything stated in this document, please ask your therapist for clarification.

STAFF

The staff of Counseling and Wellness Services (CWS) includes counselors, psychologists, pre-doctoral interns, doctoral-level practicum students and masters-level interns with a range of training and experiences. If your provider is not licensed, they will be supervised by a Licensed Psychologist, or Professional Clinical Counselor (depending on the trainee specialty area). You have the right to know the status of the provider working with you, to know the identity of their supervisor, and to meet with that supervisor if you so desire. Current supervisors are: Daniela Linnebach Burnworth, Ph.D., Szilvia Jenei, Psy.D., Jessica Moss, Psy.D., Allison Newlin, M.A., Sarah Peters, Psy.D., Robert A. Rando, Ph.D.

CONFIDENTIALITY

As you enter treatment, a client record or file is opened which includes information about your history, service plan, progress, and any testing results or correspondence which may be generated. This information is shared only with those involved with your treatment or with other staff within CWS who may be consulted about your case. You must provide written consent before this information is shared with anyone outside of CWS. CWS may release information without your consent if the law requires that we do so. This might occur (a) if a court order is received; (b) if there is an emergency or a clear and substantial risk of imminent serious harm to self, identifiable others, or structures; or (c) if evidence suggests that current child, elder, or vulnerable adult abuse and/or neglect has occurred. If you are under the age of 18 you will be limited to no more than six sessions within a 30-day period as required by Ohio Law. For treatment beyond this, your parent or legal guardian must also sign the consent to treatment form on your behalf.

APPOINTMENTS AND SCHEDULING

Appointments are typically 20 to 30 minutes in duration. If illness or an emergency prevents you from keeping a scheduled appointment, please call 937-775-3407 as soon as possible and leave a message with the support staff. Repeated cancellations may result in your treatment being terminated; appropriate referrals will be provided in this circumstance. Missed appointments are defined as any appointment for which you (1) do not show for the appointment, (2) cancel the appointment with less than 24-hours notice, or (3) arrive more than fifteen minutes after the scheduled appointment start time.

TELEPHONE CALLS & TEXT MESSAGES

Occasionally, the need may arise for our office to telephone you. If we are to leave a message, we will give our first name and telephone number, state that we are calling from Wright State University, and ask that you return the call. If you wish us to handle this matter in some other way, please indicate this on the Basic Client Information form. If you have indicated that you are willing to receive messages on

your cell phone, you may receive text messages reminding you of your appointment or sending you other appointment related information. Please do NOT respond to text messages - we are not able to receive text replies.

PARTICIPATION IN AND TERMINATION OF TREATMENT

We can best help you if you are fully committed to the treatment you receive. We hope and expect that you will take an active role in planning your treatment goals and in working with your provider to achieve desired results. We invite you to voice any questions, comments, or concerns about your treatment to your provider. You may terminate treatment at any time. However, we urge that before you do so, you discuss this with your provider. IF WE DEEM THAT WE ARE UNABLE TO PROVIDE YOU WITH AN ADEQUATE LEVEL OF SERVICE, WE RESERVE THE RIGHT TO TERMINATE TREATMENT AND PROVIDE AN APPROPRIATE REFERRAL.

EMERGENCIES

Counseling and Wellness Services is open Monday through Friday from 8:30 a.m. to 5:00 p.m. (except University holidays and University closure). For emergency services at a time when CWS is closed, you may contact:

- CWS Raider Cares Line: 833-848-1765 (TTY: 314-485-4345)
- WSU Police: 937-775-2111
- Suicide Prevention Center: 937-229-7777
- Community Network - Crisis Unit (Greene Co.): 937-426-2302
- Samaritan Crisis Care (Montgomery Co.): 937-224-4646

TELEHEALTH CONSENT INFORMATION

This statement of understanding has been prepared to help explain policies and procedures related to telehealth services provided by our therapists. If you have questions regarding this statement, please ask your provider. As a client receiving mental health services through telehealth methods, you understand:

1. This service is provided by technology (including but not limited to phone, video, text, and email) and may not involve direct, face to face, communication. There are benefits and limitations to this service. You will need access to, and familiarity with, the appropriate technology to participate in the service provided. Exchange of information will not be direct and any paperwork exchanged will likely be exchanged through electronic means or through postal delivery.
2. If a need for direct, face to face services arises, it will be your responsibility to contact providers in your area to arrange services. You understand that an opening may not be immediately available.
3. You may decline telehealth services at any time without jeopardizing your access to future care, services, and benefits.
4. These services rely on technology, which allows for greater convenience in service delivery. There are risks in transmitting information over the internet that include, but are not limited to,

breaches of confidentiality, theft of personal information, and disruption of service due to technical difficulties. Other Wright State University Counseling and Wellness staff, those authorized by the client, and those permitted by law may also have access to records of electronic communications. You and your provider will regularly reassess the appropriateness of continuing to deliver services to you through the use of technology.

5. In emergencies, in the event of disruption of services, or for routine or administrative reasons, it may be necessary to communicate by other means.

a. In emergencies, go to your nearest emergency room, call 911 or contact Raider Cares at 1-833-848-1765 (TTY: 1-314-485-4345).

b. In the event of a disruption of service, your provider will attempt to immediately contact you again. You may also contact Raider Cares at 1-833-848-1765 (TTY: 1-314-485-4345) for support. Your provider will arrange an alternate time to connect with you.

c. For other communication, call Counseling and Wellness Services at (937) 775-3407. Routine messages will be responded to by your provider within 2 business days.

6. It is your responsibility to maintain privacy on the client end of communication. To ensure client safety and privacy, you agree to do your best to participate in the phone session from a private location.

7. Mental health therapists have a duty to warn if there is an indication that our client is a danger to themselves or others. We will verify the following information at the start of the phone call:

a. You must be located within the State of Ohio

b. Treatment will be problem focused and relatively brief (sessions around 30 minutes or less).

c. You will be asked to provide the address of your current location and may be asked to verify the telephone number where you can be reached.

8. Telehealth services provide many conveniences and advantages. However, not all mental health concerns are clinically appropriate for sessions over the phone. Your provider may recommend a referral for alternate services based on your specific concerns. Your provider will regularly reassess the appropriateness of delivering services through technology.

9. The laws and professional standards that apply to in-person mental health services also apply to telepsychology services. This document does not replace other agreements, contracts, or documentation of informed consent.

If you have any questions, concerns, complaints, or feedback of any kind, we invite you to speak to Daniela Linnebach Burnworth, Ph.D., Associate Director or Robert A. Rando, Ph.D., Director, Counseling and Wellness Services.