

UNIVERSITY HEALTH SERVICES
UNIVERSITY OF WISCONSIN-MADISON
333 East Campus Mall
Madison, WI 53715-1381
<http://www.uhs.wisc.edu>

MR# _____
Name _____
BD _____ Gender _____
ID# _____ Date _____

Informed Consent Addendum for Telemental Health

This document is an addendum to the UW-Madison Mental Health Services standard informed participation agreement and does not replace it. All aspects of that agreement apply to services provided through telemental health (TMH).

TMH refers to mental health services that occur via phone or audio/video-conferencing using a variety of technologies to allow remote connections between mental health providers and clients. MHS is temporarily offering TMH due to significant barriers to the provision of in person services on campus for the purposes of maintaining access to mental health support and continuity of care during the COVID-19 pandemic.

TMH services may not be appropriate or provide adequate care for some students. This may include, but is not limited to students who lack access to, or have difficulty with, communications technology; significant communications service disruptions; or need for more intensive services. In these cases, your counselor will help you establish referrals to the appropriate services.

I understand the following potential risks, consequences, and limitations of telemental health:

- TMH has potential benefits and risks of audio/video-conferencing or using the telephone (e.g., limits of confidentiality) that differ from in-person sessions.
- TMH may not be appropriate if you are needing more intensive services than those typically provided by MHS.
- TMH may lack visual and/or audio cues, which may increase the likelihood of misunderstandings.
- TMH may have disruptions or delays in the service and quality of the technology used.
- Efforts to maintain security, either by you or by the mental health provider, could fail and your confidential information could be accessed by unauthorized persons.
- MHS providers are quickly getting training and receiving consultation in how to adapt to telemental health; however, for most providers this is a new method of service delivery and this may impact effectiveness of care provided in the early stages of adaptation.
- Providers are licensed or working under the license of a provider in Wisconsin. If you are receiving services in another state, different laws regarding mental health services and confidentiality may apply, and we will do our best to inform you as we become aware of these differences.

I understand the following Backup Plan in Case of Technology Failure

When using a computer to connect to TMH services, the most reliable backup is a phone. Therefore, it is recommended that you always have a phone available and that your provider knows your phone number. If you get disconnected from a computer-based telemental health session, end and restart the session. If you are unable to reconnect within five minutes, you agree (unless you request otherwise) that your provider can call you on the phone.

When using your phone to connect to TMH services and the call fails, your mental health provider will call you back within five minutes using the same phone number. If the technology failure continues, your provider will reach out via Secure Message to coordinate care.

Emergency Contact

If you are ever experiencing an emergency, including a mental health crisis, please call 911, UHS Crisis Line 608-265-5600 x9, Suicide Hotline 1-800-273-8255, Crisis Text Line at 741741, or go to your nearest emergency room.

So that your provider is able to get you help in the case of an emergency and for your safety. You must inform your provider of where you will be during sessions and inform them if this location changes. In addition, we recommend you identify a person who can be contacted in the event that your provider believes your safety is at risk.

When receiving telemental health, it is also required that you:

- Engage in sessions from a private location where you will not be overheard or interrupted.
- Use a phone, computer or other device that is not publicly accessible.
- Use a phone, computer or other device that has an updated operating system, anti-virus software, and connects to the internet using a secure connection
- Do not record any sessions. MHS may record the session for training purposes only if you give consent.

I have read and understand the information provided above. I agree to proceed with telemental health services.