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[nau.edu/eaw](file:///C:\Users\taf7\Desktop\Ashley,%20GSA\nau.edu\eaw)

Informed Consent for Telemental Health  
Review and complete all highlighted fields.

Client Name: Click or tap here to enter text.   
Location Client Will Be for Sessions: Click or tap here to enter text.

This document is an addendum to the NAU Office of Employee Assistance and Wellness (NAU EAW) standard informed consent and does not replace it. All aspects of informed consent for treatment in that document apply to telemental health (TMH) treatment. TMH refers to counseling sessions that occur via phone or videoconference using a variety of technologies. TMH is offered to improve access to counseling services to NAU faculty, staff, and/or their adult dependents when significant barriers of travel to campus for counseling services exist (e.g., significant medical issues). However, the results of TMH cannot be guaranteed or assured. You are not required to use TMH and have the right to request other service options or withdraw this consent at any time without affecting your right to future care or treatment at NAU EAW. TMH services may not be appropriate, or the best choice of service for reasons including, but not limited to: 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 services. In these cases, your counselor will help you establish referrals to other appropriate 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, additional risks including:

• Sessions could be disrupted, delayed, or communications distorted due to technical failures.

• TMH involves alternative forms of communication that may reduce visual and auditory cues and increase the likelihood of misunderstanding one another.

• Your counselor may determine TMH is not an appropriate treatment option or stop TMH treatment at any time if your condition changes or TMH presents barriers to treatment.

• In rare cases security protocols could fail and your confidential information could be accessed by unauthorized persons.

NAU EAW works to reduce these risks by only using secure videoconferencing software and these policies and procedures:

• We prefer that you have an initial assessment in person with a NAU EAW clinician to determine your needs and whether TMH is an appropriate service.

• Professional licensure requires you to be physically located in Arizona at the time you are receiving treatment. Your counselor may confirm this during each session.

• You and your counselor will engage in sessions only from a private location where you will not be overheard or interrupted.

• You will use your own computer or device, or one owned by NAU but that is not publicly accessible.

• You will ensure that the computer or device you use has updated operating and anti-virus software.

• You will not record any sessions, nor will NAU EAW record your sessions.

• You will provide contact information for at least one emergency contact in your location who NAU EAW may contact if you are in crisis and your counselor is unable to reach you.

Should there be technical problems with video conferencing, the most reliable backup plan is contact by phone. Make sure that NAU EAW has a correct phone number at which you can be reached, and have your phone with you at session times. If you are unable to connect, or get disconnected, please try to connect again and if problems continue call NAU EAW at (928) 523-1552. 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. If you need to reach your clinician between sessions, you may call the EAW Front Desk during business hours. Client communications may be viewed by other staff at the NAU EAW. E-mail communications will be stored electronically as treatment records. If we believe you are in crisis and we are unable to contact you, we may call your emergency contact or local emergency services providers.

NAU EAW is open from 8am-12pm and 1-5 pm, M-F, on normal business days. NAU EAW cannot provide 24-hour emergency management, particularly to those using services at a distance. If you are in crisis outside of normal hours, you agree to:

• Call Terros to speak with a licensed mental health crisis worker: 877-756-4090

• Call the National Suicide Prevention Lifeline (800-273-8255) to speak with a counselor

• Go to the nearest emergency room or crisis mental health agency. For your location, it would be:

Agency: Click or tap here to enter text. Phone: Click or tap here to enter text.

Address: Click or tap here to enter text.

I have read and I understand the above information and all my questions have been answered. I hereby give informed consent to use telemental health care.

By signing this document, I agree to the terms outlined above:   
Signature: Click or tap here to enter text.

Date: Click or tap here to enter text.