

## **Information about Online Therapy Services**

Utilization of Online Therapy - Online therapy is a newly emerging and wonderful way to help individuals get the help they need when it may not be feasible to come into a therapist's office for a number of reasons. Online therapy, while it may be suitable for many, is not recommended for everyone's needs. If I assess that you would benefit more from face-to-face therapy I will offer an appointment or provide you referrals.

### **When should I seek traditional mental health treatment rather than online therapy?**

It is important to note that online therapy is intended to provide quality information, practical answers to psychological issues, and online therapy for presenting problems. This service is not intended to provide in-depth psychotherapy as this particular venue is not entirely suited for such purposes.

- If you are having thoughts of harming yourself (self harm, suicidal thoughts), or someone else (violent thoughts towards others), or psychotic symptoms. Please call 911 or 1-800-SUICIDE, or go to your nearest emergency room if you have these thoughts or intentions.
- If you are in an abusive or violent relationship
- If you have been seriously depressed
- If you have a serious substance abuse dependence

If I believe you are a danger or could become a danger to yourself or someone else, I may inform others or insist that you be evaluated in person by another health care professional.

(If you have experienced one or more of the above in the past twelve months, you are encouraged to seek therapy services in an office setting as a more appropriate form of treatment)

### **Procedures Should We Encounter Technical Difficulties or Disruptions in Service:**

It is understood that when communicating by internet or other electronic means, disruptions in service or other technical difficulties will likely occur from time to time. Should a disruption occur at a time of crisis, the client agrees to immediately phone me at 832-298-6356 where we can finish the scheduled session time. Payment remains to be full amount if session has met or exceeded 25 minutes. If session is interrupted before the 25 minutes for any given reason and there is no phone contact made to finish the allotted time, the payment will decrease to \$65, and both parties agree to fix the technical issue as soon as possible.

## **Additional Limits of Confidentiality for Online Therapy**

Katie Porter, M.A., LPC has taken all steps necessary to protect the confidentiality of participating members during the video sessions. With that said, there is no 100% guarantee. The following are some examples of an accidental breach:

- Video profiles can be compromised giving third-party access to profile information
- If not logged out properly after each use, user profile can be used by third-party members and can gain private information from this profile
- Misdelivery of video "call" to incorrectly typed username

**For these reasons, it is imperative that all direct parties involved agree to, and actively execute the following:**

- Client and therapist know the assigned session time and date to log in.
  - Client and therapist create new usernames that are only for therapy sessions (not using personal profile username).
  - Client and therapist log out immediately after each session is over.
  - Client and therapist communicate with one another via phone call if there needs to be a rescheduling or cancellation of a session for any reason, to the point where both parties have acknowledged the session change and agree to the new time, to avoid late cancel or no show fees. Katie Porter, M.A., LPC can be reached at **832-298-6356** in such an event.
  - Client and therapist agree to log on for scheduled session five to ten minutes prior to the scheduled time to avoid being late for session.
  - Client and therapist participate in the video session in a private area, where therapist and client are alone, such as in an office, or bedroom, etc. - not in a communal room with others present.
    - You, the client are encouraged to protect your own confidentiality by controlling access to your communications with me, such as by using passwords only used by you, controlling access to your computer, and deleting data as required.
  - Client and therapist in good faith carry out all necessary means of keeping information confidential and secure by HIPAA, Code of Ethics, and lawful standards.
- Both the client and therapist agree to use online therapy for its intended purposes and will not in any way violate one another's boundaries by looking up personal information on the internet, or using any social media interactions. This may be grounds for immediate termination and referrals will be given.

-Therapist shall not be held responsible for any consequential damages, direct or indirect for failure of the client to adhere strictly and agree to all above-stated guidelines, and further shall hold therapist harmless from same.

If you decide to go the route of treatment with online therapy and also qualify for online therapy:

1. I the client agree that I reside in the state of Texas.
2. I the client am aware that a HIPAA Notice of Privacy Practices is available for me to read and has been included in the intake packet.
3. I the client agree to participate in online therapy. I have read, understood, and comply with the above-stated and agreed upon policies. I understand that the fee agreed upon by Katie Porter, M.A., LPC and client is due the day of the session paid by credit card.

**Online Therapy Fees-** My fee is \$125 for a 55 minute session for adults and 45 minutes for children. The initial intake session fee is \$130 and it is preferred that you come into the office for the initial intake session, if possible. Payment by credit card is due at the time of your session. If you are late for a session, you will be given the remainder of the session and will be charged for a full session. Professional services include, but are not limited to, office appointments, therapeutic phone calls, letters, third party consultations, correspondence, and reports and will have a fee of \$125 per hour or prorated accordingly. I reserve the right to change my fees and will notify you in writing at least sixty days prior to the change in rates.

**Online Therapy Insurance-** In most cases insurance does not accept online therapy as a covered form of treatment, so I do not accept insurance as a form of payment with online therapy. The client is responsible for private payment in the form of a credit card or flexible spending account card at the time of, or before the services rendered. It is the client's responsibility to find out through their insurance if they can obtain partial reimbursement with out-of-network benefits. If this is the case, I will more than gladly supply the client with a superbill that he/she can submit to the insurance carrier.

#### Easy Steps for Getting on the Online Therapy Bandwagon. – It's Easier Than You'd Think!

1. Provide me with your email so I can send you an invitation.
2. Log in to your email and accept my invitation to VSee.
3. Download VSee onto your computer or smartphone either by googling VSee or downloading the free app. It is compatible with both Apple and Android operating systems.
4. Once downloaded you are ready to go! All you have to do is log on and we can chat face to face!