

# Behavioral Health Wellness Clinic

## Telehealth Informed Consent

### WELCOME

Thank you for choosing ANTHC Behavioral Health Wellness Clinic for your care. We are happy you are here. This consent contains important information about the clinic and limits of confidentiality. Once you verbally agree to the terms of the document it will constitute an agreement between you and the clinic providers. You can access the informed consent on our website.

### CONFIDENTIALITY

The providers you work with may discuss your case with other providers here in the ANTHC Behavioral Health Wellness Clinic to make sure we are providing you the best possible care. Outside of the providers in this clinic, your providers cannot and will not tell anyone else what you have told them, or even that you are a client at this clinic without prior written permission from you.

There will be no recording of any of the online sessions by either party. All information disclosed within sessions and written records pertaining to those sessions are confidential and may not be disclosed to anyone without written authorization, except where the disclosure is permitted and/or required by law.

#### Legal exceptions to your right to confidentiality:

1. If your providers here at the clinic have good reason to believe that you will **harm another person(s)**, then your providers are obligated to inform that person and warn them of your intentions. Your providers will also contact the police and ask them to protect your intended victim.
2. If your providers here at the clinic have good reason to believe that you are **abusing or neglecting a child or vulnerable adult**, or if you give them information about someone else who is doing this, then your providers must inform the appropriate protective agencies (e.g., OCS & APS).
3. If your providers here at the clinic believe that you are in **imminent danger of harming yourself**, then your providers may legally break confidentiality and call the police, mobile crisis team, VPSO and/or State Troopers.
4. If you are involved in legal proceedings and your providers' **records are court ordered for release**, then your providers will be legally obligated to release your records.

You may direct your providers to share information with whomever you chose, and you can change your mind and revoke that permission at any time.

### SUPERVISION

The BHWC staff includes Behavioral Health Aides of varying levels and licensed behavioral health providers. The Behavioral Health Aides are supervised by licensed behavioral health supervisors. You can call 907-729-2492 and request to speak to a supervisor.

### TELEHEALTH TECHNOLOGY

All our care is delivered through telehealth technology (e.g., video and phone). We will do our best to ensure our technology works for your appointments. Please be aware that some technology issues cannot be predicted or controlled. Therefore, technical difficulties could occur before or during your session which could affect them starting and ending as intended. The sessions can be conducted via phone if the technical requirements of internet speed cannot be met.

The clinic's telehealth platforms are generally very secure. You and your providers will connect using a secure log-in link. The electronic platforms are encrypted. There is an unlikely possibility of breach of privacy due to unforeseen failure of security protocols.

You are responsible for choosing a location for yourself during your telehealth appointments that you feel is private, confidential, and safe. We will also always ask you to provide your location at the beginning of each of your appointments.

### MISSED APPOINTMENTS & CONNECTING TO OTHER CARE

Please call 24 hours in advance if you need to cancel an appointment. If you miss three (3) appointments without cancelling, you may be discharged from services.

We are committed to getting you the care that meets your needs and we understand that our clinic might not be the best fit for everyone. If you and/or your provider(s) determine that your needs could be better met at another agency, our staff will assist you in completing steps to connect with another agency.

### BEHAVIORAL STANDARDS

Respectful behavior and communication is required at our clinic. Please do not attend appointments when you are intoxicated and be respectful toward others during individual and group services. For the benefit of yourself and others, clinic providers may end an appointment with you or require you to leave if you are intoxicated or disruptive.

### FEES

As a tribal health beneficiary you are not responsible for paying any fees for services at the BHWC. If you are privately insured your insurance may be billed for services received at BHWC. If you have any questions about billing and statements, contact the Healthcare Resource Group at 509-900-6415.

### IN CASE OF EMERGENCY

If you have an emergency, call 911 or go to an Emergency Room or health clinic. You can also call the Alaska Careline at 1-877-266-4357.