



CSU HEALTH NETWORK

COLORADO STATE UNIVERSITY

This **CSU Health Network Counseling Services** information is supplied to you in compliance with Colorado State Law. Please read it carefully and sign at the bottom.

The practice of both licensed and unlicensed persons in the field of mental health is regulated by the Mental Health Licensing Section of the Division of Registrations. Any questions, concerns, or complaints regarding counseling services may be directed to the Boards of Psychologist Examiners, Social Work Examiners, Professional Counselor Examiners, or Registered Psychotherapists at 1560 Broadway Street, Suite 1350, Denver, CO 80202, Phone: (303) 894-7800. A Licensed Clinical Social Worker, a Licensed Marriage and Family Therapist, and a Licensed Professional Counselor must hold a masters degree in their profession and have two years of post-masters supervision. A Licensed Psychologist must hold a doctorate degree in psychology and have one year of post-doctoral supervision. A Licensed Social Worker must hold a masters degree in social work. A Psychologist Candidate, A Marriage and Family Therapist Candidate, and a Licensed Professional Counselor Candidate must hold the necessary licensing degree and be in the process of completing the required supervision for licensure.

As a client of the CSU Health Network, you are entitled to receive information about the methods and duration of treatment, techniques used, fee structure, and associated risks, if known. Treatment is an active and cooperative effort involving both you and your care providers. If you should have any concerns about your progress or the results of your treatment, we encourage you to discuss them with us at any time. You can seek a second opinion from another staff member, request a transfer to another counselor, or terminate treatment at any time.

We are committed to providing services consistent with standard psychological knowledge and practice, and adhering to applicable state laws and treatment experience. In a professional relationship, sexual intimacy is never appropriate and should be reported to the board that licenses, registers, or certifies your care provider.

Information that you provide during treatment is confidential and will not be released to persons outside the CSU Health Network unless you sign a statement authorizing such a release. When you receive counseling as a member of a couple, notes about your treatment will be attached to your individual file. If you later request a release of your counseling record but your partner does not authorize the release, identifying information about your partner will be redacted prior to disclosure.

Exceptions to confidentiality as mandated by law are as follows: imminent danger to yourself or others; suspicions of child/elder abuse; grave disability; subpoenaed records; and threat to national security. The Health Network has a shared electronic health record that allows all medical and mental health staff to share information and coordinate your care. To protect your privacy within the agency, we follow a "need to know" guideline. This means that providers may review your records if they are treating you for concerns that may be related to care you have received at the Health Network.

As required by HB17-1011 your client records will be destroyed 7 years after termination of psychotherapy as pursuant to DORA Rules and the Colorado Mental Health Practice Act.

Any digital recordings of treatment at the CSU Health Network are not considered to be a part of your clinical record. The digital records are used exclusively for supervision purposes and will be erased after use. Information you choose to provide via e-mail or the internet may not be accessed and read immediately and cannot be guaranteed confidential.

Many of our services are provided by licensed mental health care providers in the State of Colorado. Some services are offered by staff that are supervised by licensed clinicians. In order to ensure the highest standards of care, supervised clinicians meet with their supervisors weekly and review the progress of their work with you. The limits of confidentiality delineated in this Consumer Rights statement apply to this supervision. Supervisors have responsibility for the work of their supervised therapists and are available for consultation upon your request. If you have any questions about this supervisory relationship, we encourage you to talk with your care provider. A copy of supervision pairings for this semester and the credentials of all CSU Health Network counseling staff are available at the Counseling Services reception desk in room 3302 in the Health and Medical Building located at 151 W Lake St.

Although we encourage you to talk with your counselor about the best time to conclude counseling, we will consider your treatment complete when we have not had contact with you for 120 days. You are welcome to contact us at any time to request additional counseling services.

I have read the preceding information and I understand my rights as a client

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| Client Signature | Date | Witness | Date | | | | | | | | | |
| Printed Name | <table border="0" style="width: 100%;"> <tr> <td style="width: 60%;">May we leave a message on your phone?</td> <td style="width: 10%;">Yes</td> <td style="width: 10%;">No</td> </tr> <tr> <td>May we text appointment information?</td> <td>Yes</td> <td>No</td> </tr> <tr> <td>Phone number: _____</td> <td colspan="2"></td> </tr> </table> | | | May we leave a message on your phone? | Yes | No | May we text appointment information? | Yes | No | Phone number: _____ | | |
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| May we text appointment information? | Yes | No | | | | | | | | | | |
| Phone number: _____ | | | | | | | | | | | | |
| CSU ID Number | | | | | | | | | | | | |

Informed Consent to Telemental Health

This document is an addendum to the CSU HN standard informed consent and does not replace it. All aspects of informed consent for treatment in that document also apply to telemental health (TMH) treatment.

In Colorado, "Telehealth" is defined as a method to deliver health care services using information and communication technologies to facilitate the diagnosis, consultation, treatment, education, care management, and self-management of a patient's health care while the patient and provider are at two different sites.

This form of service can consist of live phone or videoconferencing through a personal computer or cell phone. Telemental health is being offered temporarily to improve access to counseling services for CSU students while we are experiencing significant barriers to providing services in person.

I understand that I have the following rights with respect to telemental health:

- 1) I have the right to withhold or withdraw consent at any time without affecting my right to future care or treatment or risking the loss or withdrawal of any benefits to which I would otherwise be entitled.
- 2) The laws that protect the confidentiality of my medical information also apply to telemental health.
- 3) I understand that the same laws that give me the right to access my medical information and copies of medical records in accordance with Colorado Laws/Statutes also apply to telemental health.
- 4) I understand that the dissemination of any personally identifiable images or information from the telemental health interaction to researchers or other entities shall not occur without my written consent.

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

- Telemental health (TMH) should not be viewed as a substitute for face-to-face counseling or medication by a physician. It is an alternative form of counseling with certain limitations.
- TMH is relatively new, and therefore lacks research indicating that it is an effective means of receiving therapy.
- TMH may not be appropriate if you are having a crisis, acute psychosis, or suicidal or homicidal thoughts.
- TMH may lack visual and/or audio cues, which may increase the likelihood of misunderstanding each other.
- TMH may have disruptions or delays in the service and quality of the technology used.
- In rare cases, security protocols could fail and your confidential information could be accessed by unauthorized persons.

I understand the following Backup Plan in Case of Technology Failure

- If you get disconnected from a telemental health session, call your provider back, or respond to their call back to you. If your provider is unable to reach you and does not hear from you within ten minutes, you agree (unless you request otherwise) that your provider will reschedule your session and send you information about this next appointment via secure message.
- If you are disconnected from video telemental health session, end and restart the session. If you are unable to reconnect within five minutes, call your provider. If they do not hear from you within ten minutes, you agree (unless you request otherwise) that your provider can call you on the phone number you listed on the client information form.

Emergency Contact

If you are ever experiencing an emergency, including a mental health crisis, please call 911, CO Crisis Services/Suicide Prevention LifeLine (844) 493-TALK (8255), the National Suicide Prevention Lifeline 1-800-273-8255, or go to your nearest emergency room.

Telemental health is not an "on demand" service. If you have urgent, but not emergent, concerns in between telehealth contact with your provider, you may contact our AfterHours line at 970-491-7111.

So that your provider is able to get you help in the case of an emergency and for your safety, the following are important and necessary. By consenting to treatment you are acknowledging that you understand and agree to the following:

- You must inform your provider of the location in which you will consistently be during sessions, and inform your them if this location changes.
- Your provider may need to contact local law enforcement or 911 in the event of an emergency, and you may be transported to a hospital if your provider or local law enforcement deem it necessary. In addition, your provider may require that you create a safe environment at your location during the entire time that you are in treatment. This may include but not be limited to disposing of all firearms and excess medication from your location.

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

- Engage in sessions only from a private location where you will not be overheard or interrupted.
- Use your own computer or device, and one that is not publicly accessible.
- Ensure that the computer or device you use has updated operating and anti-virus software.
- Do not record any sessions, nor will CSUHN record your sessions without your written consent.