

Telehealth Expectations

You will receive services via Telehealth. This means that you and your provider will not be in the room together, you will be connected through electronic devices over the internet.

In order for telehealth services to be most effective, we ask that you treat telehealth in the same way you would an in-office appointment to maintain the most quality experience possible. Expectations for this service include:

- Dress appropriately during telehealth sessions, as you would if you were attending a session at the office.
- Be seated on a chair or couch (sessions will not be conducted with clients or family members on a bed or floor).
- Be located in an area that is safe, has good lighting and provides privacy/confidentiality.
- Be located in a room that is appropriate. No session will be conducted with anyone participating in a bathroom.
- Have the camera on your device facing you.
- Stay in the room and remain awake, alert and engaged with the provider for the full session.
- Please do not have anyone else in the room unless it has first been discussed and agreed upon with your provider.
- Please do not conduct other activities while in session, such as driving a vehicle, shopping, engaging in recreation activities, engaging in salon activities, etc.
- Please be ready for the start of your session. Providers are on tight schedules.
- Please do not record sessions without first obtaining the provider's approval.

Failure to comply may result in the session not able to be conducted, a no show being charged, and a need for further appointments to be scheduled in the office.

I understand and will comply with the above expectations.

Client

Parent/Guardian

Date

Date