



Technology Requirements and Risks/Benefits of Technology

- Your CPS provider will determine if your technological capacity (private space, proper equipment and sufficient internet access) and competence are appropriate for Telehealth services.
- All technology utilized by your CPS provider is compliant with Ohio Administrative Codes that apply to providers' licenses, with the exception of email used for scheduling.
- CPS utilizes Zoom, a HIPAA compliant technology.
- All communications between the client and the counselor occur within the secure patient portal, with the exception of email for scheduling purposes
- You must have a device that can access the internet, and to maintain the highest level of confidentiality, it is important that you are in a private space with a secured internet connection (i.e. not a public or shared connection).
- Preferred mode of technology for clients is using desktop/laptop/Tablet for video conferencing
- Telehealth services allow for greater convenience in service delivery.
- However, there are risks in transmitting information over the internet that include, but not limited to:
 - The possibility, despite reasonable efforts on the part of the provider, that: the transmission of your personal information could be disrupted or distorted by technical failures;
 - the transmission of your personal information could be interrupted by unauthorized persons;
 - and/or the electronic storage of your personal information could be accessed by unauthorized persons.
- Other limitations include reduced quality of service due to the use of technology.
- Video communication may lack some visual or audio cues that on occasion may result in misunderstanding. Should this ever happen, it is important to assume that your counselor has positive regard for you, and to check out your assumptions with your counselor. This will reduce any unnecessary feelings of discomfort.
- Your CPS provider will discuss the possibility of technology failure and the procedure in the event services are disrupted, anticipated response time to electronic communication, alternative service deliveries, and electronic communication between scheduled appointments and after normal working hours.
- Backup Plan in Case of Technology Failure
 - The most reliable backup is a phone. Therefore, it is recommended that you always have a phone available, and that you provide your counselor with your phone number.
 - If you get disconnected from a video conferencing session, re-start the session. If you are unable to reconnect within ten minutes, please call your counselor.