



**OHIO**  
UNIVERSITY

Division of Student Affairs

Counseling and Psychological Services  
Hudson Health Center 3rd Floor  
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[www.ohio.edu/counseling](http://www.ohio.edu/counseling)

# Counseling and Psychological Services Agreement for Telehealth

## Consent, Rights and Responsibilities

- To receive Telehealth services at Ohio University's Counseling and Psychological Services (CPS), you must be physically located in Ohio. Telehealth services may not be provided to anyone across the Ohio border or in international jurisdictions.
- If you are not an adult, permission from your parent or legal guardian (and their contact information) is needed for you to participate in Telehealth.
- Students must meet the usual eligibility criteria for receiving counseling services which includes:
  - Any Ohio University undergraduate or graduate student who is currently enrolled in classes is eligible for services.
  - Undergraduate students are covered under the Guaranteed tuition plan for the current semester.
  - Graduate students are covered under the WellBeing plan for the current semester.
- Telehealth 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 some differences from traditional counseling.
- Your CPS provider will determine if Telehealth services are appropriate.
  - Not all mental health concerns are clinically appropriate for TELEHEALTH services.
    - If you are having a crisis, acute psychosis, or suicidal or homicidal thoughts, Telehealth might not be appropriate for your needs.
  - Your provider will regularly reassess the appropriateness of delivering services through technology.
  - Your provider may recommend the provision of in-person services for specific concerns.
  - If a need for direct, in-person services arises, your provider will refer you to a local mental health provider. It is your responsibility to contact providers in your area.
- Requests for services from students outside of Ohio are limited to phone consultation at this time.
  - Phone consultation will focus on some immediate support and assistance with finding resources that are local to student's area.
- It is your responsibility to maintain privacy on your end of communication.
  - Any family member or other individual that you would like to have present during the virtual visit must have a prior approval from your provider and may require additional consents.
  - All individuals present for the virtual visit must be within view of the camera so the provider is aware of who is participating.

- You may decline Telehealth services at any time without jeopardizing your access to future care, services, and benefits.
- You shall not record Telehealth counseling sessions. Your CPS counselor does not record your sessions unless there is a written agreement between you and your counselor for supervision purposes only. You or CPS shall not disseminate any personally identifiable images or information from the Telehealth counseling interactions to other entities without a written consent agreement between you and your counselor.
  - CPS uses *HIPAA compliant Zoom application that does not allow recording of sessions. If your Zoom meeting has a record option, please notify the counselor immediately.*

### **Missed Appointments/Cancellations**

- Telehealth counseling appointments occur at the times agreed upon between you and your provider. If you miss your scheduled appointment, you must contact your provider or the CPS main office at 740-593-1616 in order to reschedule.

## **Confidentiality and Privacy**

- CPS utilizes multiple measures to ensure client's confidentiality and privacy from the counselor's side of the session. CPS discusses measures that the student should take to ensure confidentiality and privacy from their end. Examples include:
  - Conduct the sessions in a private location where others cannot hear you.
  - Using secure video conferencing technology. *The CPS uses Zoom, a HIPAA compliant application.*
  - Do not record any sessions on Zoom. *The CPS HIPAA compliant Zoom does not allow recording of sessions. If your Zoom meeting has a record option, please notify the counselor immediately.*
  - Password protect your computer, tablet, phone, and any other device with a password that is unique.
  - Always log out of your sessions.
  - Do not have any software remember your password. Sign in every time.
  - Do not share your passwords with anyone.
  - Do not share your computer when you are logged on to any counseling software.
  - If you wish to avoid others knowing that you are receiving counseling services, clear your browser's cache (browsing history), and on your phone, list your therapist by a name rather than as "counselor or therapist".
  - Have all of your devices set to time out requiring you to sign back in after a set idle time.
  - Keep your computer updated.
  - Use a firewall and antivirus program.
  - Notify your counselor if you suspect any breach in your security.
- Limits to confidentiality include:
  - if such disclosure is necessary to protect the client or someone else from imminent danger;
  - in cases of apparent ongoing child abuse or abuse of a person unable to care for themselves;

- in those rare instances when courts subpoena counseling records.