



New Horizons Counseling Center, L.L.C.  
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## Teletherapy Addendum for Declaration of Practices and Procedures

Dr. Brenda Roberts, EdD, LPC, LMFT

### Qualifications of Clinician

I have completed the required number of hours of live telehealth care training in addition to my professional qualifications as a clinician. This training covered the Law and Ethics and Clinical Skills specifically related to telehealth care. I will continue to receive at least three hours of continuing education in telemental health every two years. Teletherapy sessions will be conducted via Zoom, which is encrypted to the federal standard.

### Scheduling and Structure of Teletherapy

Counseling sessions will be scheduled in 50-minute increments unless you and Dr. Roberts agree on a different time schedule. The next session will be scheduled at the end of the current session unless otherwise agreed upon. The structure of sessions will be dependent on the treatment plan and interventions being used.

### Ethical and Legal Rights Related to Teletherapy

Dr. Roberts will not conduct teletherapy in any other state than Louisiana unless she specifically seeks and obtains licensure in the other state. It is important for you, as a client, to realize if you should relocate to another state, Dr. Roberts' ability to continue to conduct teletherapy would be dependent on her decision whether to seek licensure in the state to which you relocate. The only exception to this stipulation is circumstances in which a court order is in place in a Louisiana jurisdiction and one of the parties is currently located outside the state at the time of the session.

## Responsibilities of the Client

All clients should:

- Be dressed during sessions.
- Avoid using alcohol, drugs, or other mind-altering substances prior to the session.
- Be in a safe and private area appropriate for a teletherapy session.
- Make every attempt to be in a location with stable internet capability.

Clients should NOT:

- Record sessions unless first obtaining Dr. Roberts' permission.
- Have anyone else in the room unless you first discuss it with Dr. Roberts.

\*If the client is a minor, a parent or guardian must be present at the location/building of the teletherapy session (unless otherwise agreed upon with the therapist).

## Potential Counseling Risks

When using technology to communicate on any level, there are some important risk factors of which to be aware. It is possible that information might be intercepted, forwarded, stored, sent out, or even changed from its original state. It is also possible that the security of the device used may be compromised. Best practice efforts are made to protect the security and overall privacy of all electronic communications with you. However, complete security of this information is not possible.

Using methods of electronic communication with us outside of our recommendations creates a reasonable possibility that a third party may be able to intercept that communication. It is your responsibility to review the privacy sections and agreement forms of any application and technology you use. Please remember that depending on the device being used, others within your circle (i.e. family, friends, employers, or co-workers) and those not in your circle (i.e. criminals, scam artists) may have access to your device. Reviewing the privacy sections for your devices is essential. Please contact me with any questions that you may have on privacy measures.

## Potential Limitations of Teletherapy

Teletherapy is an alternate form of counseling and should not be viewed as a substitution for taking medication that has previously been prescribed by a medical doctor.

It has possible benefits and limitations. By signing this document, you agree that you understand that:

- Teletherapy may not be appropriate if you are having a crisis, acute psychosis, or suicidal/homicidal thoughts.
- Misunderstandings may occur due to a lack of visual and/or audio cues.
- Disruptions in the service and quality of the technology used may occur.
- While I do not file insurance claims, I can make an invoice available to you to file with your insurance company. Please check with them ahead of time to be sure your policy covers telemental health counseling.

## Emergency Situations

The following items are important and necessary for your safety. The clinician will need this information to get you help in the case of an emergency. By signing this consent to treatment form, you are acknowledging that you have read, understand, and agree to the following:

- The client will inform Dr. Roberts of the physical location where he/she is and will utilize it consistently while participating in sessions and will inform Dr. Roberts if this location changes.
- In the first teletherapy session, you will provide the name of a person Dr. Roberts is allowed to contact in case where she believes you are at risk. You will be asked to sign a release of information for this contact.
- In each session, you will provide information about the nearest emergency room or emergency services (such as fire station, police station, or if there is not an emergency room nearby.)
- Depending on the assessment of risk and in the event of an emergency, you or Dr. Roberts may be required to verify that the emergency contact person is able and willing to go to the client's location and, if that person deems it necessary, call 911 and/or transport the client to a hospital.

In addition to this, Dr. Roberts may assess and therefore require that you, the client create a safe environment at your location during the entire time of treatment. If an assessment is made for the need for a "safe environment," a plan for this safe environment will be developed at the time of need and made clear by Dr. Roberts.

- In the case of a need to speak to me between sessions, please call or text, and leave a message. I do not provide emergency services on a 24-hour basis. If your emergency is after hours, please contact your nearest emergency room.

Typically contact between sessions is limited to arranging for appointments.

- If you need the services of other professionals, I am happy to consult and coordinate with them. Clients should not routinely meet with more than one counselor unless the two counselors have agreed to coordinate your care.

### Backup Plan in Case of Technology Failure

A phone is the most reliable backup option in case of technological failure. It is, therefore, highly recommended that you always have a phone at your disposal and that I know your phone number. If disconnection from a video conference occurs, end the session, and I will attempt to restart the session. If reconnection does not occur within five minutes, call me at the contact number I have provided. If, within 5 minutes, I do not hear from you, you agree (unless otherwise requested) that I can call the provided phone number.

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### Consent To Teletherapy Treatment

I have read this Declaration of Telehealth Policies and Procedures, and my signature below indicates my full informed consent to services provided by Dr. Roberts via teletherapy treatment.

Client Signature:

Date:

Client Signature:

Date:

Clinician's Signature:

Date:

### Parental Authorization for Minors

I, \_\_\_\_\_, give permission for  
(clinician's name) to conduct counseling with my (relationship), \_\_\_\_\_,  
(name of minor).

### Options For Recording Your Signature:

- You may sign this document while I am watching via video; or
- You may scan the signature page and send it via text to me; or
- You may snap a picture and send it via text to me;
- You may mail your signed document, sending it to me at the address at the top of this document.