

Consent Form for Distance Counseling

Welcome to Distance Counseling! We are glad to be of service to you for all your counseling needs. Please read the following very carefully, as it informs you of your rights and responsibilities in accessing Distance Counseling. If you have any questions regarding this form, please contact us-we will be happy to help!

Counselor Information

- My name is Sabrina Rollins. I have a Master's degree in counseling from Marshall University and a Bachelor's in Education from WV State University. I have worked 22 years in the field of counseling and have been licensed as a Licensed Professional Counselor by the state of WV for over 15 years.
- I have worked for Kanawha Pastoral Counseling Center for fifteen years in the main office and am now offering Video based, face to face, real time counseling through the internet.
- I have had specific training in Distance Counseling and am a Certified Distance Counselor. I strive to provide these services in an ethical and legal manner.
- My contact information is:

Phone: 304-941-7393

KPCC: 304-346-9689

Email: srollins@kpcc.com

Address: KPCC, 16 Leon Sullivan Way, Charleston, WV 25301

I make every attempt to answer any phone calls, texts or emails within 24 hours. Most of the time, I am able to return messages within a few hours; however, if you do not receive an answer from me within this time frame, please resend your message.

Considerations in Choosing Distance Counseling

Video Counseling may be appropriate for individual adults, teens, children (age 10 or older), couples and families who have secure access to a laptop or desktop computer and have the basic skills necessary to operate the computer. It might not be appropriate if you are actively having thoughts of harming yourself or others or experiencing serious manic or psychotic symptoms. You may choose to seek inpatient assistance or see a therapist in person. I will be glad to refer you, if needed, to local practitioners, or you may locate alternate services yourself.

Potential Risks and Benefits of Distance Counseling

- Every effort is made to provide confidential, secure services. We are using a HIPAA compliant program, called thera-Link, that you will access through your computer. Our email system is in the process of being encrypted, so please be cautious of what personal information you send via email. However, as we all know, internet services of any type cannot be 100% guaranteed hack-proof.
- You, as the client, are responsible for securing your own computer hardware, internet access points, email and passwords, and to safeguard against allowing others to know those passwords, etc.
- If you are at home, please insure your privacy and let others know not to disturb you. If I am meeting with your child or teen, please grant them the same level of privacy that you would desire. If I need to talk with you during a session, I will ask them to get you or I will send you a text. If you would like to talk with me during the session, please inform me at the beginning of the session.
- If you access the internet through a public location (not recommended), others could see or hear the session.
- Although every effort will be made by our office to insure that your insurance company will reimburse for video counseling, there is the chance that we may be given inaccurate information by your insurance company, as this is a relatively new field. If this occurs, we may not realize for a couple of months, as insurance companies pay 30 or more days behind the time of service. If this happens, we will work with you to come to a solution that is fair to both you and us.
- There is always the chance of internet service interruption or technology failure during a session. If this occurs, I would attempt to reach you immediately by phone to make plans to resume the session at another time. If I am unable to reach you by phone, an email may be sent.

- Video counseling offers you the same potential benefits that meeting with a counselor in a physical office offers, along with certain others specific to Distance Counseling, such as: You may access your session from the comfort and privacy of your home or wherever you choose to be. No more need to drive to an appointment in the traffic, or to have to cancel an appointment because of bad weather! We can even talk if you're sick in bed with a cold or the flu, or confined to the home because of other reasons. Video counseling also provides more direct privacy, as you no longer need worry about whom you might meet in the waiting room or who might see you entering a counseling office. I feel I may also be more flexible with my hours and able to see you at times that are more convenient for you.

Records

Maintaining client confidentiality is extremely important to KPCC and we take care to prevent unnecessary disclosure. We do not release information about you without your written consent, with the following exceptions:

- If I believe someone is seriously considering harming him/herself or another;
- If I am told of or suspect the abuse or neglect of a minor, elderly or disabled adult;
- I may also be required by law to release records by a Judge's order.
- Records will be maintained for 5 years after terminating services.

Privacy Considerations

As your therapist, I strive to safeguard your privacy, and I ask that you do the same. I ask that you agree to not video or audio-record our sessions or communications with each other.

I agree to not audio or video record any sessions or communications:

Client Signature

Date

Social Media

Please understand that I am unable to accept you as a friend on any social media and I will not actively seek to locate you or look at your postings on social media. I do maintain a professional Facebook page, which you are welcome to follow, if you so desire.

Payment

Payments and co-pays are paid before the session begins via STRIPE. You will be guided to make the payment on your computer screen. Please check in a couple minutes earlier than our appointment time to complete this process without taking up any of our session time. Once paid, I will be alerted and we will begin the session. If you are unable to use a credit or bank card, please make payment in person at the KPCC offices prior to our meeting.

Emergencies

If you are thinking about hurting yourself or others, please call 911 or go to the nearest emergency room. You may also call 1-800-suicide (784-2433) or 1-800-273-talk (8255). Do what you need to do to be safe!

Signature

By signing below, I acknowledge that I have read the above and asked any questions that I may have regarding the information contained here. I fully understand my rights and responsibilities.

Name

Signature

Date