

WELLESLEY COLLEGE STONE CENTER COUNSELING SERVICES (SCCS) INFORMED CONSENT & GUIDELINES FOR TELEMENTAL HEALTH SERVICES

This document is an addendum to SCCS Rights and Responsibilities form (R&R), supplementing areas not covered in the R&R. All aspects of your and SCCS's rights and responsibilities detailed in the R&R apply to telemental health services provided by SCCS.

DEFINITION OF TELEMENTAL HEALTH

Telemental health is the provision of mental and/or behavioral health care services using technological modalities in lieu of, or in addition to, traditional face-to-face methods (e.g., phone, video-conferencing, consultations via email or Mediat secure messaging, and/or other data communications.)

SCOPE OF SERVICES

SCCS is offering telemental health services to Wellesley College students who are remaining on campus during major crises, such as COVID-19. However, meeting remotely is not the same thing as an in-person session, entailing potential risks and benefits that will be iterated throughout this document.

Telemental health services may not be the appropriate course of treatment including, but not limited to: heightened risk of harm to oneself or others; lack of access to, or difficulty with, communications technology; significant communications service disruptions; or need for more intensive services. In these cases, your provider will help you establish referrals to other appropriate services.

- If you are an existing SCCS client currently residing in MA, contact your SCCS provider. If you are a first time client and/or out of state/country, please contact the SCCS Student Care Coordinator for assistance with finding local support.
- If you have been prescribed medication from a Stone Center provider, and you require a prescription refill, please contact your Stone Center prescriber directly. Some prescriptions will not be able to be filled via telemedicine. Your prescriber will work with you to ensure a safe transfer of care to a provider in your area.

CONFIDENTIALITY

In accordance to and addition to your right to confidentiality stipulated in the R&R:

- Telemental health services are conducted and documented in a confidential manner according to applicable laws.
- If one form of technology fails in the course of a telemental health session, an alternate form of communication may be utilized by the provider.
- Additional risks of telemental health services include:
 - Sessions could be disrupted, delayed, or communications distorted due to technical failures.
 - Telemental health services involve alternative forms of communication that may reduce visual and auditory cues and increase the likelihood of misunderstanding one another.
 - Your provider may determine telemental health services is not an appropriate treatment option and stop telemental health treatment at any time.
 - In rare cases, security protocols could fail and your confidential information could be accessed by unauthorized persons.

IN CASE OF EMERGENCY

If a SCCS provider believes you are in crisis and are unable to contact you, we may call your emergency contact or local emergency services providers to ensure your safety.

- Unless you provide otherwise, the emergency contact you provided to Wellesley College, along with your community director, campus police, and the V. P. & Dean of Students will be designated as the emergency contact in your location.
- Currently, SCCS services are 100% remote. We are open from 8:30 am-4:30 pm, M-F, on normal business days during the academic year. You can self-schedule 30 min telemental health appointments online within the Student Portal (<https://wellesley.medicatconnect.com>) using your Wellesley College domain & password. These appointments become available 7 days in advance of the appointment time on a given day. If you need to schedule a psychopharmacologic appointment, please contact the prescriber directly. We are not able to schedule psychopharmacologic appointments online.

If you cannot wait for a telemental health appointment and are in crisis you agree to:

- Call SCCS's after-hours service (ProtoCall), which is currently available 24/7. Dial 781.283.2839, press 1, and you will automatically be connected to ProtoCall.
- Call Wellesley College Police Department: 718.283.5555
- Go to the nearest emergency room.

GUIDELINES FOR TELEMENTAL HEALTH SERVICES

Following the below guidelines will assist you in getting the most benefit out of your telemental health sessions.

- Please do everything possible to make sure you are in a private space where it is unlikely you will be heard or interrupted. You may need to ask others in your space to respect your privacy by doing things like turning on entertainment in another room or listening to something on headphones.
- Use a secure internet connection rather than public/free Wi-Fi.
- You will use your own computer or device if feasible, or one that is not publicly accessible.
- You will ensure that the computer or device you use has updated operating and anti-virus software.
- You will not record any sessions, nor will SCCS record your sessions without your written consent.
- Be on time. If you need to cancel or change your telemental health session, please notify your provider in advance by canceling online or sending a secure message/email.
- Try to make yourself comfortable but not too comfortable. If you can, settle into a nice, comfortable chair. Avoid laying down in bed, as well as sitting on the floor or walking around. Try to arrange yourself in as session-like a position as you can.
- Put a box of tissues next to where you will be. If you want, pour yourself a glass of water. Avoid having a snack or meal and leave that for either before or after the session.
- Dress as you would if we were meeting in the office. Even though the provider may not be able to see you if the session is audio-only, or all of what you are wearing if meeting via video, the reality is that you know what you are wearing.
- Turn off or put to sleep all devices other than the one you are using for the session. It is best to leave your hands free by using headphones. If you are using audio-only be sure to put your phone screen-side down. If using a computer for audio-only, please either turn off your monitor or completely darken your screen.
- Try to leave yourself an additional 15-minutes both before and after the session before diving into the next activity. This will give time for the session to resonate before jumping back into whatever you have next.

My attestation (typed NAME, "I agree") signifies my understanding of the rights, responsibilities, and risks in engaging in telemental health services at SCCS, and that I will abide by the aforementioned expectations and guidelines.