

PAWC Tele-psychiatry Agreement

This document contains important information about my remote sessions called tele-psychiatry services at PAWC. Should you have any questions about this agreement you may discuss them with your provider at the first appointment or you may contact the administrative staff who can answer general questions (415) 237-0377.

When you sign this document, it will represent an agreement between you (the client), and your provider.

Sessions While regular in--person sessions are most effective, select PAWC providers can offer the choice of conducting some of the sessions remotely via Zoom, doxy.me or a comparable service. The frequency of your tele-psychiatry appointments will be decided upon with your provider at your first appointment.

Equipment In order to participate in tele-psychiatry sessions you must have access to a computer, tablet or smartphone with video calling software and an adequate internet connection. It is recommended to use headphones in order to reduce unwanted echo. While PAWC can offer support in accessing the secure session application, we would not be able to provide technical help in setting up your computer, tablet, smart phone or your internet connection. Please make sure your equipment is properly configured and running at the time of your appointment.

Video Calling Software PAWC is offering tele-psychiatry via private HIPAA and HITECH compliant applications.

If you and your provider are using Zoom download may be required, an additional sheet of how to use Zoom will be attached at the end of this consent.

If you and your provider are using Doxy.me no download is required. If you are using doxy.me on a smartphone or tablet it is recommended that you download the doxy.me app from the app store. You will need to use the most recent version of either Google Chrome or Firefox - Other web browsers are not compatible at this time

Accessing your provider You will receive an appointment reminder email with directions of how to access your provider at the time of your appointment. There will be a link with direct access to your providers virtual waiting room - Please click on this link a few

minutes prior to your session - Clicking on the link will show the provider that you have arrived and sessions will begin at the designated appointment time.

Location During Sessions During tele-psychiatry sessions the provider will need to know your location so that in case of an emergency I can call for help and direct the first responders to your location. You will need to provide the provider with the address of your current location during our tele-psychiatry session.

Please keep in mind that sessions cannot be conducted while you are in a public setting due to privacy concerns. PAWC providers cannot conduct tele-psychiatry sessions while you are on the street, in a car, bus or train, in a hallway, etc. If you are in a public setting for your appointment your provider may not be able to move forward with this visit. This may mean, rescheduling the appointment and incurring the late canceling/rescheduling fee.

Noise and Distractions Please make sure that the ambient noise and distractions are kept to a minimum at your location during tele-psychiatry sessions and I will do the same.

Recording Sessions I will conduct tele-psychiatry sessions using a secure, private, HIPAA and HITECH compliant video conferencing system. In signing this agreement you agree to never record a tele-psychiatry session without my consent and I agree to never record a tele-psychiatry session without your consent.

Psychiatric Alternatives and Wellness Center Policies All Psychiatric Alternatives and Wellness Center policies including those regarding appointments and now shows will continue to apply.

Printed Name: _____

Signature: _____

Date: _____

Using Zoom and Accessing your Online Session

To use Zoom please ensure:

- Your device has a webcam, microphone and speakers.
- You have a reliable internet connection: broadband or wireless recommended at a minimum of 2 Mbps speed. If accessing from mobile devices please ensure you have at least 3G/4G connection. Zoom works with the following operating systems:
- Windows 7 or later
- Mac OS X with Mac OS 10.6 (Snow Leopard) or later
- Phones and tablets: IOS, Android and Blackberry. In order to ensure that your meetings happen reliably, please check that your device and internet connection meet the above minimum requirements prior to your session.

Accessing Zoom:

To access your meeting, use the providers link that was sent to you in the appointment reminder email. Enter this link into a webpage. You will be prompted to then enter the Meeting ID. This was also included in the appointment reminder email.

Starting your session:

Depending on your browser, the first time you use Zoom you may be prompted to download the Zoom software. This will only take a moment to complete by following the onscreen instructions.

Once downloaded, you will be able to join your meeting.

If your provider has not yet entered the meeting yet a pop up screen will appear asking you to wait for the host.

Your video screen will automatically load once the therapist has also joined the meeting.

What do I do if you have a poor connection (audio or video dropping):

If you are experiencing connection issues please follow the instructions above to test your bandwidth meets a minimum of 2 Mbps speed.

Bandwidth Test:

You can check your internet speed by running a bandwidth test. Go to www.speedtest.net and click on “begin test”. The test may take a few moments to complete. The results will tell you your download and upload speed, both of which should be above 2 Mbps for Zoom to work reliably.

If accessing from mobile devices please ensure you have at least 3G/4G connection. If your bandwidth meets the above minimum speed and you are experiencing issues you may find the following helps:

- Close all background applications and programs that may be running.
- If you are on a wireless connection, get as close to your wireless router as possible or connect directly to the router using an Ethernet cable. If you are still experiencing issues contact your Internet Service provider

What do I do if the audio isn't working:

Please check that your microphone and speakers are switched on and are not muted.

To test your audio within Zoom, click on “Test Computer Mic and Speakers” when Zoom launches.

This will open the settings menu. Select the audio tab on the left of the settings menu. You can test the volume and output of your speaker device by selecting "Test Speaker".

- If you cannot hear, change the output source by selecting a different speaker device.
- Speak at a normal level and check the Input Level meter to see if your computer is registering your voice. A green bar will raise and lower as you speak if it is working correctly.
- If the audio is not registering, change the input source by selecting a different microphone from the dropdown list. You can also select "Test Mic" to play back your microphone input.
- You can select “Automatically adjust microphone settings” to adjust the microphone level based on your speech level.

What do I do if the video isn't working:

Please check that your camera is not being used by another application by closing all other open programs. You may need to restart your computer. You can check your video settings to ensure the correct camera is selected and ensure video is not turned off.

Zoom Help Centre:

Further support for using the Zoom platform, including video guides, can be accessed on the Zoom help centre website: <https://support.zoom.us/hc/en-us>