

Family Resources of Greater Nebraska Tele-Behavioral Health Terms of Service

As a client receiving behavioral services through tele-behavioral health technologies, I understand:

Tele-behavioral health is the delivery of behavioral health services using interactive technologies (use of audio, video or other electronic communications) between a practitioner and a client/patient who are not in the same physical location.

The interactive technologies used in tele-behavioral health incorporate network and software security protocols to protect the confidentiality of client/patient information transmitted via any electronic channel. These protocols include measures to safeguard the data and to aid in protecting against intentional or unintentional corruption.

Electronic systems used will incorporate network and software security protocols to protect the privacy and security of health information and imaging data and will include measures to safeguard the data to ensure its integrity against intentional or unintentional corruption.

I will need access to, and familiarity with, the appropriate technology in order to participate in the service provided.

The exchange of information will not be direct, and any paperwork exchanged will likely be provided through electronic means or through postal delivery.

During my tele-behavioral health consultation, details of my medical history and personal health information may be discussed with myself or other behavioral health care professionals through the use of interactive video, audio or other telecommunications technology.

These services rely on technology, which allows for greater convenience in service delivery. There are risks in transmitting information over technology that include, but are not limited to, breaches of confidentiality, theft of personal information, and disruption of service due to technical difficulties.

My practitioner and I will regularly reassess the appropriateness of continuing to deliver services to me through the use of the technologies we have agreed upon today, and modify our plan as needed. I may decline any tele-behavioral health services at any time without jeopardizing my access to future care, services, and benefits.

If a need for direct, in-person services arises, it is my responsibility to contact my counselor at Family Resources at (308) 381-7487.

It is my responsibility to maintain privacy on the client end of communication. Insurance companies, those authorized by the client, and those permitted by law may also have access to records or communications.

The laws and professional standards that apply to in-person behavioral services also apply to telehealth services. This document does not replace other agreements, contracts, or documentation of informed consent.