

**\*It is imperative that you read through the entirety of this document prior to your session!**

We've worked with our technology team, Affinity Tech Partners, to provide remote online counseling in this season through ZOOM, a HIPAA compliant platform. Daystar will be counseling through remote counseling sessions until further notice in response to social distancing guidelines. In order to engage in online counseling for yourself or your child, please read the following guidelines and sign below.

- All available precautions will be taken to protect the confidentiality of the client and the content of online counseling sessions. The client is responsible for ensuring privacy and confidentiality in their location during the session.
- Neither therapist nor client will be allowed to video or audio record the sessions.
- The potential risks for online service include: possible misunderstandings in tone of voice or body language when there are delays in the videoconferencing, computer glitches, technology failures and mistakes through human error.
- The ZOOM invite link, that is sent to the parent's/guardian's email, should not be shared with anyone but the child for his/her counseling session. Parents are responsible for the supervision of the ZOOM invite link.
- I understand that online counseling is technical in nature and that there may be problems with Internet connectivity, which is the fault of neither Daystar nor the client. Internet availability may be limited or disrupted by things such as server maintenance, upgrades, or other problems (such as software or hardware malfunction) or natural or man-made disasters (such as Internet viruses, and so forth.) These types of problems are beyond the control of Daystar and the client.
- Online services are only available for those whose permanent residence is in the state of Tennessee.

All of Daystar's standard Informed Consent policies still apply. You must read, sign and return the Remote Counseling Informed Consent Form by **emailing your signed copy to the front office at [maryk@daystarcounseling.com](mailto:maryk@daystarcounseling.com)**

*Signing below states that you have read and understand the Remote Counseling Informed Consent.*

Signature of Parent/Guardian \_\_\_\_\_ Date \_\_\_\_\_

Signature of Patient \_\_\_\_\_ Date \_\_\_\_\_

Printed Name of Patient \_\_\_\_\_ Date \_\_\_\_\_

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*In order to continue caring for our families in the best way possible, Daystar has created a temporary option for remote online counseling. In observance of social distancing guidelines, we are moving to exclusively remote counseling sessions until further notice, effective Monday March 23, 2020. We will operate remotely for two weeks and then re-evaluate. We will treat this appointment just like a private counseling session at the Daystar house. Here are guidelines to make sure your child or adolescent has the most helpful remote counseling session experience.*

1. View the time you would use to travel to the office as your preparation time to set up the remote counseling technology. Before your first remote session, **download the ZOOM Cloud Meetings application** and allow time to familiarize yourself.
2. Remote sessions will start promptly **at the time of your appointment** as listed on your confirmation email. Make sure you are **logged in and ready to go 10 minutes prior to session**.
3. Make sure you are in a **quiet, private location**.
4. Treat the beginning of a session as you would if you were in the office. If the parent would like to meet with the counselor, please be present at the beginning of the session. Once the parent's conversation concludes, just as you would in a normal counseling session, the counselor and your child will continue their confidential conversation.
5. If the counselor would like to talk to the parent again at the end of the session, they will let you know. If your child's counselor wants to have a conversation with you, please make sure your child is not within earshot so that you may discuss freely.
6. During this time of transition, **all clients will need to keep a credit card on file**. If you do not already have this set up, please give that information to your counselor at the beginning of your next session. You will receive an email receipt within 48 hours.
7. As always, **scheduling will take place through the front office**. We expect our schedules to remain full, so please schedule out as normal. Our cancellation policy remains the same: All appointments for counseling must be cancelled 24 hours in advance. Charges will be made for appointments not cancelled 24 hours in advance unless there is an emergency. Monday appointments must be cancelled on the previous Friday, please.
8. You must read, sign and return the Remote Counseling Informed Consent Form by **emailing your signed copy to the front office at maryk@daystarcounseling.com**



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*If this is your first time accessing remote a counseling session, please allow ample time to download the application and familiarize yourself with ZOOM Cloud Meetings.*

1. You will need a device connected to **acceptably strong wifi** in order to connect to the remote counseling session. Make sure the device you will be using for the session is **well-charged or plugged in** to a power source. Acceptable devices include mobile devices (Android or Apple), Mac or PC computers, and tablets (Apple or Android.)
2. On your device, **download the ZOOM Cloud Meetings application** from the appropriate App store. You will need to allow the ZOOM app permission to access to your audio/microphone and video.
3. As always, you will receive your Therabill email confirmation 3 days prior to your appointment. In addition, you will receive an email to join your ZOOM remote counseling session prior to your appointment. Be sure to check your junk mail if you are not receiving our emails.
4. You will **receive an email with a link to the ZOOM meeting**. Click the link to launch/start the remote counseling session via ZOOM meeting. You may click the link at any time prior to the session in order to enter the "waiting room." You will see a message that reads, "Please wait, the meeting host will let you in soon." Once your counselor is ready to start the appointment, the video streaming will begin (you will see our counselor and they will see you.)

### **Troubleshooting Tips:**

- *Restart the device and then attempt the process again.*
- *Confirm that your device is connected to acceptably strong wifi. Confirm that your internet browser and other apps are working on your device.*
- *If your wifi is slow: consider other technology users in your home. If multiple people are using the internet at one time, you may need to ask them to stop until your session is over.*
- *Once your appointment time has arrived: if you are still experiencing technical difficulties ten minutes into the counseling session start time*
  - *Go back to your email to find the ZOOM meeting invitation.*
  - *Locate the phone number listed under "One tap mobile" and simply click once to dial the first number listed.*
  - *You will be connected to a secure phone call (without the video component.)*
  - *You will be prompted to enter a meeting ID – do NOT press anything and the "one tap mobile" will automatically enter the meeting ID for you.*
  - *Next, it will prompt you to press # to continue. You will be put on hold until your counselor answers.*