

Online Security Agreements

We are excited to provide online therapeutic services to our clients. This gives us the opportunity to work with a greater population (within the State of California) who would not likely have the ability to obtain recovery services in their area. We also cater to individuals who live a busy lifestyle and need access to convenient treatment services.

RHN has done everything possible to make our online services secure and confidential by utilizing secure website services, like Skype and Pay Pal. However, there may be possible risks involved when utilizing online services, which may impact confidentiality.

We have a duty to inform you of possible limitations and/or hazards of teletherapy. By using this service you and your heirs or designates acknowledge and agree to hold RHN and our staff harmless of any loss or damages you may incur outside of our control. To read more about ethical and legal procedures please visit: www.bbs.ca.gov/consumer/consumer_psych_online.shtml.

In order to secure and protect our client's confidentiality we have asked clients to adhere to the following agreements.

1. I agree not to record my individual, group, webinar, teleconference or any online/telephone service facilitated by RHN staff, unless given permission to do so by the Director of RHN.
2. To insure the least amount of interruptions and to protect my confidentiality and the confidentiality of others (during individual/group/webinars/teleconferences), I agree to access and receive services in a private location where others are unable to hear or obtain access to my protected information.
3. I understand RHN cannot provide online therapeutic services to individuals using a computer in a public environment. I agree to terminate the session if it's no longer private and reestablish the session once I locate a private area.
4. RHN is not an emergency service. If someone or myself is in danger, I will call my local emergency response number or 911. Then follow-up with my RHN therapist.
5. I agree to show or provide a copy of identification that verifies my identity and residence when requested from a RHN provider.
6. I agree to sign both the online and hard copy documents necessary to begin online therapy. I also agree to email, mail or fax these documents, which bears my signature, as soon as possible.

7. I understand online therapy may not be as effective as face-to-face psychotherapy due to the limitations of visual contact, especially if I'm using voice-only.
8. I understand technical problems may interrupt or degrade the quality of my session. My RHN therapist reserves the right to terminate any session if communication quality is inadequate. My RHN therapist will offer to complete the session by phone. If phone contact is not an option, I will be offered a refund for the unused time if the session must be terminated.
9. I am aware that if I need to receive an in-person appointment and I live to far away from the RHN office, RHN will offer me a referral in my area in order to access services immediately.
10. I am aware that RHN staff can only provide mental health services to clients who are residents of the State of California.
11. During online group sessions, I agree to respect and maintain the confidentiality of other group members as I interact with them online.
12. I'm aware that I may verify my therapist's license or certification status. I may visit the California Board of Behavioral Sciences at: [http://www2.dca.ca.gov/pls/wllpub/wllqryna\\$lcev2.startup?p_qte_code=LX&p_qte_pgm_code=1800](http://www2.dca.ca.gov/pls/wllpub/wllqryna$lcev2.startup?p_qte_code=LX&p_qte_pgm_code=1800) to do so.
13. I agree to respect my facilitator and other callers while interacting with them during an online group or workshop. I am aware that I can be asked to leave a session if my behavior becomes disruptive. I understand I will not receive a refund if this happens.
14. I understand RHN online therapy is a prepaid service only. Only prearranged Skype calls can be accepted.
15. I'm aware that online services aren't for everyone. RHN's clinical staff uses their best clinical judgment to determine who is appropriate to receive online services through the assessment process. RHN's clinical staff may at any time modify or discontinue online services if they find these services are ineffective in treating me. I will be offered a face-to-face office visit or a referral if this issue should arise.
16. I am aware that I can discontinue online services at anytime.

Signature _____

Date ____ - ____ - ____

Please Print this Form Mail, Scan or Fax to the Office Before Your First Visit: RHN, 8170 Beverly Blvd., Ste 100 A & B, Los Angeles, CA 90048. Fax number is 323-951-1119.