

Internet Communication and Counseling

I Choose Change PLLC provides technology-assisted distance counseling for individuals, couples, and groups with the assistance of the telephone or the computer to enable counselors and clients to communicate electronically when circumstances make this approach necessary or convenient.

Potential misunderstandings arise through internet communication when visual cues do not exist. We highly encourage you to let your counselor know when you feel like there has been a communication error or when you'd like to clarify a specific topic.

In addition to the necessary HIPPA Confidentiality Agreement and our Professional Disclosure Statement, steps are taken to provide as much confidentiality as possible while engaging in internet counseling and communication. We wish to make clients aware of the potential hazards of unsecured communication, and the steps we will take for our appointments:

- We will take steps to verify your authenticity at every session by using encryption methods whenever possible. We encourage you to do the same.
- Should there be a technology failure of any kind, our session should be continued via telephone when possible.
- When parent/guardian consent is required to provide internet counseling to minors, the identity of the consenting person is verified.
- Procedures for contacting your counselor when he or she is off-line, when you see your counselor is online, or when it is not your designated appointment time should be limited to telephone calls to our main office number (214-547-1318) or through email.
- We will collaborate to determine your local crisis hotline telephone number and your local emergency telephone number.
- Our data sessions are not recorded, just as our face-to-face sessions are not recorded, without your permission. We will use the same note-taking procedures for all sessions, regardless of format.
- It is to be understood that there are inherent limitations of confidentiality when using technology including, but not limited to:
 - Video Appointments (including Skype, VSee and Google Video)
 - Texting for any reason
 - Emailing for any reason
 - Telephone calls, as our telephone system is on a VoIP system
 - Online Scheduling

Please be aware that while all necessary precautions are taken, information may not be secure and information may be confiscated by means out of our control.

By signing below, you acknowledge you have read, understand, and agree to the above stipulations necessary for online or email counseling.

Client or Guardian Signature

Date

Client or Guardian Signature

Date