

Honeycutt Counseling, LLC

Online Video Meeting Instructions and Tele-health Consent

The day before your online meetings:

1. Test your online connection by clicking <https://doxy.me/honeycuttcounseling> and following the 'pre-call test' prompts.
2. Make sure your computer/device is updated. Look for system updates to ensure you have the latest version of your browser installed.
3. Choose a platform as a back-up option. (Zoom, Skype, FaceTime)
4. Double check that you have the latest software download for your back-up platform in case an alternate platform is required for unforeseeable technical issues.
5. Make payment for your session if paying online. See instructions below.

Tip: Restart your computer a minimum of 20 minutes prior to your session to ensure software function (or shut down your computer the night before).

Online video platforms and confidentiality/encryption disclosures:

All video sessions are encrypted to varying degrees to ensure privacy and confidentiality. Learn more by reading these encryption statements:

[Doxy.me's encryption statement](#)

[Zoom's encryption statement](#)

[Skype's encryption statement](#)

[FaceTime's encryption statement](#)

Factors that slow online video or contribute to a poor connection:

- Sharing wireless internet with others in your house.
- Multiple devices that have wi-fi on even if the device isn't being used.
- Having other windows/applications open on your computer.
- Weather conditions such as rain, wind, or snow.
- Old hardware or poor quality of speakers or camera.
- Outdated software that needs to be updated with a download.

Online meeting tips:

- Choose the same, quiet place for each session. This will help simulate coming to a counseling office.
- Try to create a private space free from distractions and other people during your session.
- Have tissue, water, head phones, power cord, pen and paper easily available.
- Consider your privacy by putting a 'Please Do Not Disturb' sign on your door or placing a white noise machine or fan *outside* your door.
- Eliminate distractions such as barking dogs, sirens, or café's.
- Please be sure your phone is charged completely in the event that we need to resort to using our phones for sound in the event of a technical issue.
- Please turn off your phone ringer and notification sounds. (This can best be done by putting your smart-phone on airplane mode.)
- Avoid multi-tasking.
- Bring up non-verbal communication that may not be obvious. For example, "I'm tearing up." or "My leg is bouncing."

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What to do if we experience a disconnection:

1. Send your therapist/consultant a text indicating whether or not you lost your internet connection completely or if it seems to just be a poor connection.
2. If you did not lose your internet connection, implement the tips for a better connection (see above) and re-enter the waiting room or request to use your back-up platform.
3. If one person's internet connection is completely lost, the appointment will continue via phone for the remainder of the time left in the session.

Consent for online sessions:

By signing below you are saying that you have considered and understand the limitations of confidentiality on the internet and agree that you are responsible for taking precautions to keep your sessions private and you agree to the procedures laid out in this document.

I, _____ (print name), agree to allow Julie Honeycutt/Honeycutt Counseling, to provide tele-health (online video) counseling and/or consultation services with me, understanding the limitations of online meeting platforms and I have read the Risks to Your Confidentiality with Email and Texting Disclosure.

I understand that I am responsible for arriving early for my appointment to ensure my technology is prepared and cooperating; and that I am responsible for my technology the same as I would be responsible for my transportation to an in-person appointment.

Signature (or guardian)

Date