



March 13, 2020

Re: Telemental Health Client Policy

In order to meet potential demand for remote counseling and practice in accordance with Louisiana statute, state licensing board guidelines, and professional ethical standards, we will require the following of any clients who wish to use phone and/or video conferencing in place of face-to-face meetings.

1. Dr. Matt Morris & Associates will use HIPAA-compliant, web-based software to conduct therapy sessions. These systems are encrypted so that client information is protected to the highest degree possible. However, clients should be aware that complete confidentiality cannot be guaranteed when using online platforms.
2. In order to meet state law and ethical/professional standards, clients who wish to utilize tele-therapy services will need to provide their clinician with the following information
 - a. **FOR NEW CLIENTS ONLY:** Verify identification with government-issued ID. Please provide a scan of your driver's license in advance of your initial session. Your clinician will ask you to verify your identification at the beginning of the first video session by showing the same ID.
 - b. Provide the address of the location at which you (the client) will be during the session. This is required so that your clinician can coordinate emergency service response in the event of a crisis or emergency.
 - c. Provide the name and contact information for an emergency contact.
 - d. Provide the number of the nearest emergency service to the location you will be at during the session.
 - e. Provide a backup contact information in case the video-conferencing connection is lost.
3. During the session, clients should
 - a. Find a room with a door that can be closed and provide privacy to use for the session. Our expectation is that you'll have a quiet, private location for the duration of your session.
 - b. Be prepared to pause session should someone else enter that space
 - c. Eliminate other distractions (TV, phone, etc.)
4. Clients will need to have access to computer, tablet, or smartphone with video capability as well as access to sufficient bandwidth.