

Telehealth Informed Consent

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About Telehealth Services

Felicia Caulk, Behavioral Health LLC provides therapy services via secure, HIPAA-compliant video using Doximity Dialer, a telehealth platform ranked #1 by KLAS Research for five consecutive years. Telehealth allows you to receive therapy from any private location within Virginia.

Telehealth is the delivery of health care services using interactive audio and video technology, where the client and therapist are not in the same physical location. This consent explains the specific considerations of receiving therapy through telehealth.

How Sessions Work

- Before each session, I will send you a secure link via text message or email.
- You click the link to join — no app download, no account, no software installation required.
- Sessions are conducted via encrypted, HIPAA-compliant video with a signed Business Associate Agreement (BAA).
- You need a device with a camera and microphone, and a stable internet connection.

Benefits of Telehealth

- No commute or travel time
- Ability to receive therapy from the comfort and privacy of your own space
- Greater scheduling flexibility
- Research shows telehealth therapy is as effective as in-person therapy for anxiety, depression, and many other concerns
- Continuity of care if you travel within Virginia

Risks and Limitations

While telehealth offers many advantages, there are some limitations to be aware of:

- Technology may fail — sessions may be interrupted by poor internet, software issues, or device problems. If a disconnection occurs, I will attempt to reconnect. If we cannot restore the connection, we will reschedule.
- Telehealth may not be appropriate for all clinical situations. If I determine that in-person care or a higher level of care is needed, I will discuss this with you and provide appropriate referrals.
- There is a small risk that electronic communications could be intercepted, despite encryption and security measures.
- Non-verbal cues may be harder to observe through video.

Privacy and Security

- All sessions use end-to-end encrypted, HIPAA-compliant video technology.
- Sessions are never recorded by the therapist.
- You are responsible for ensuring you are in a private, confidential location during sessions.
- Do not use public Wi-Fi for therapy sessions when possible.
- Standard email and text messages are not secure and should not be used to communicate sensitive health information.

Location and Emergency Planning

I am licensed to provide therapy only to clients physically located in the Commonwealth of Virginia at the time of the session. At the start of each session, I will confirm your physical location.

Before beginning telehealth services, we will establish an emergency plan that includes:

- Your physical address during sessions (in case emergency services are needed)
- A local emergency contact person
- The nearest emergency room to your session location
- Local crisis resources

Your Rights

- You have the right to withdraw consent for telehealth services at any time.
- You may request in-person services when available.
- All other rights described in the Informed Consent for Treatment apply equally to telehealth sessions.
- Refusing telehealth does not affect your right to receive future care.

Consent

By signing below, I acknowledge that I have read and understand this Telehealth Informed Consent. I have had the opportunity to ask questions about telehealth services. I voluntarily consent to receive therapy via telehealth with Felicia Caulk, LCSW.

Client Name (print):

Emergency Contact:

Emergency Contact Phone:

Session Location Address:

Client Signature (or Parent/Guardian if under 18)

Date