

"WE'RE HERE FOR YOU"

WHAT TO EXPECT FROM TELEHEALTH

- 📺 Telehealth Services includes the practice of psychotherapy delivery, diagnosis, consultation, treatment, transfer of medical data, and education using interactive audio, video, or data communications.
- 📺 To participate in Telehealth Services, clients will need a high-speed Internet connection, a computer or laptop, phone, speakers or headphones, and a camera for videoconferencing.
- 📺 Videoconferencing is delivered via Zoom platform. This software-based video conferencing is fully encrypted and secure.
- 📺 Cell phone and email contacts are not considered confidential.
- 📺 If a counselor believes a student would be better served by another form of services, they will be seen at CAPS (if possible) or referred to another counselor in their area.

For more information contact us:

PH: 316.978.45WC (4792)

Website: <http://www.wichita.edu/CAPS>



NATIONAL
SUICIDE
PREVENTION
LIFELINETM
1-800-273-TALK (8255)
suicidepreventionlifeline.org

THE **TREVOR** lifeline
866.488.7386

**YOU ARE
NEVER
ALONE**

TheTrevorProject.org

CRISIS TEXT LINE |

Text HELLO to 741741

Free, 24/7, Confidential

 **#WSUWeSupportU**
Counseling and Prevention Services

TELEHEALTH
CLIENT
INFORMATION



Telehealth is offered to improve access to counseling services to WSU students within the state of Kansas.



CLIENT RIGHTS

- Clients have the right to withdraw consent at any time without affecting their rights to future care or treatments
- The laws that protect the confidentiality of client medical information also apply to telehealth services provided by WSU CAPS.
- Dissemination of any personally identifiable images of information from the telehealth interactions to researcher or other entities shall not occur without client written consent.



POTENTIAL RISKS, CONSEQUENCES, AND LIMITATIONS OF TELEHEALTH

- Telehealth services should not be viewed as a substitute for face-to-face counseling or medication by a physician. It is an alternative form of counseling with certain limitations.
- There are potential risks and benefits associated with any form of counseling. Results cannot be guaranteed or assured.
- Telehealth may not be appropriate if students are having an acute crisis, acute psychosis, or acute suicidal or homicidal thoughts.
- Telehealth may lack visual and/or audio cues, which may interfere with treatment.
- In rare cases, security protocols could fail, and client confidential information could be accessed by unauthorized personnel. Clients should make sure to fully exit all online counseling sessions.

For students to receive telehealth services, they must be physically located in the state of Kansas with exceptions due to national emergency. Services may not be provided in international jurisdictions.



BACKUP PLAN IN CASE OF TECHNOLOGY FAILURE

- The most reliable backup is a phone. Therefore, it is recommended that clients always have a phone available and the phone number is on record.
- If a client gets disconnected from a telehealth session, they should end and restart the session. If a client is unable to reconnect within five minutes, they will be called by their counselor on the phone with the number provided by the client.



EMERGENCY RESOURCES

- If you are experiencing an emergency, including a mental health crisis, please utilize the resources below or call 911.
- National Suicide Prevention Lifeline: 1-800-273-TALK (8255),
- COMCARE Crisis Line: 1-316-660-7500, COMCARE Crisis Center: 635 N Main, Wichita, KS 67203
- Emergency situations include: having thoughts about hurting or killing either another person or self, command hallucinations, life threatening or emergency situations of any kind, having uncontrollable emotional reactions, or dysfunction due to abusing alcohol or drugs. The following are important and necessary so your counselor is able to get to you in case of an emergency.
 - Must inform your counselor of the address where you'll be consistently during sessions.
 - Must identify emergency contact in the event your counselor believes your safety is at risk. Your counselor may need to verify this contact.
 - It is required that you create a safe and secure space at your location during the entirety of the treatment.



EMERGENCY CONTACT

- If we are concerned about you or lose contact with you (e.g., you fail to show for a scheduled video conference, or failure to respond to follow-up attempts, etc.) we will contact you by phone to check on your well-being. In addition, if we are uncertain of your safety or the safety of others, we ask your permission to contact someone to ensure your safety.
- We require an emergency contact who is a professional or close personal contact such as a parent, spouse, or sibling.
- If you show signs that symptoms are getting worse or that you may be in danger, and fail to respond to messages, CAPS will ask to contact your personal and professional contact to verify your well-being.
- If you show indicators that you may be at serious risk for self-harm or harm to others, please understand that CAPS is required to contact law enforcement to ensure your safety.



TELEHEALTH SERVICE REQUIREMENTS

- Disclose your location. Your counselor will confirm this each session.
- Engage in sessions only from a private space where you will not be overheard or interrupted.
- Use your own computer or device, or one owned by Wichita State University that is not publicly accessible.
- Ensure that the computer or device you use has updated operating anti-virus software.
- Do not record any sessions, nor will WSU CAPS record your sessions without your written consent.