



Alaska Division of Vocational Rehabilitation Informed Consent for Tele/Video Counseling Notice

The purpose of this Informed Consent for Tele/Video Counseling Notice is to inform you, the client, about the process of tele/video counseling services, the counselor and the potential benefits and risks of these services. It is also to help safeguard you, the client, and give you information regarding the counseling services through tele/video-conferencing.

The Tele/Video Counseling Process

A. Privacy and Confidentiality

Although the counselor will take extraordinary care and consideration to maintain client confidentiality, there are potential benefits and risks of tele/video-conferencing that differ from in-person sessions.

Possible limitations on confidentiality by using tele/video-conferencing, including

- situations when confidential information is stored on our computers
- circumstances when confidential information is transmitted electronically

Confidentiality still applies for tele/video counseling services, and nobody will record the session without the permission from the client and the counselor.

Client's Responsibility When Using Internet

The client is responsible for understanding the potential risks of confidentiality being breached through unencrypted email, lack of password protection or leaving information on a public access computer in a library or internet café.

The client is responsible for securing their own computer hardware, internet access points, chat software, email and passwords that are encrypted, secure, and HIPPA compliant when possible. If encryption is not made available to client, client should be aware that they are risking unauthorized monitoring of transmissions and/or records of Internet counseling sessions.

B. Benefits of Receiving Tele/Video Counseling

Tele/Video chat is convenient, allowing clients to potentially be counseled from anywhere once one gains an internet access and can operate the telephone and/or computer.

C. Records

The counselor will maintain records of tele/video counseling services. These records can include reference notes, copies of transcripts of chat, internet communications, and session summaries (case notes). These records are confidential and will be maintained as required by applicable legal and ethical standards according to the Federal regulations and the Commission on Rehabilitation Counselor Certification (CRCC). The client will be asked in advance for permission before recording any audio or video sessions.

I agree to work with my counselor:

- To use the tele/video-conferencing platform selected for our virtual sessions.
- To use a webcam or smartphone during the session.

My counselor will explain how to use them.

I understand that:

- It is important to be in a quiet, private space that is free of distractions during the session.
- It is important to use a secure internet connection rather than public/free Wi-Fi.
- It is important to be on time. If I need to cancel or change my tele/video-appointment, I must notify the counselor in advance by phone or email. A minimum of 24-hour notice is required for re-scheduling or canceling an appointment.
- The counselor and I need a back-up plan (e.g., phone number where I can be reached) to restart the session or to reschedule it, in the event of technical problems.
- If I am under the age of 18, the counselor needs the permission of my parent or legal guardian (and their contact information) for me to participate in tele/video-conferencing sessions.
- As my counselor, he/she may determine that due to certain circumstances, tele/video-counseling is no longer appropriate and that the sessions should be resumed in-person.

By participating in my scheduled meetings, I accept and agree to the terms listed above in the Informed Consent. I understand that my counselor is a Vocational Rehabilitation Counselor who follows the Federal regulations of the vocational rehabilitation program and CRCC's ethical standards. I understand my participation is an agreement for counseling services conducted by my counselor of the Alaska Division of Vocational Rehabilitation.

Electronic Code of Federal Regulation

[TITLE 34 PART 361—STATE VOCATIONAL REHABILITATION SERVICES PROGRAM](#)

The Commission on Rehabilitation Counselor Certification

<https://www.crc certification.com/>

