



Monterey County Behavioral Health Telehealth Acknowledgement Consent

Monterey County Behavioral Health offers telehealth as a modality to help individuals stay healthy while living in their communities, and to provide individuals with timely access to specialty mental health and substance use disorder services. Telehealth involves services that are audio only (telephone or voice-only web calls such as zoom without video) and/or audio/video (videoconferencing, i.e. zoom).

The following shall be reviewed with the person in care at onset and/or in the course of treatment regarding the participation in telehealth services:

- Telehealth services are voluntary. If persons in care chooses to receive services by telehealth and change their mind at any time during their treatment, they may withdraw their consent by letting their provider know. The person in care will still have access to Medi-Cal covered services *in person* and the provider will be responsible for a referral to, and the facilitation of *in person* care.
- Under Medi-Cal, persons in care have the option to receive services in person in a face-to-face visit or via telehealth. Some services are limited to in person visits.
- If persons in care are having trouble accessing in-person services due to transportation, Medi-Cal provides coverage for non-medical transportation services when other resources have been reasonably exhausted.
- There may be limitations or risks related to receiving services through telehealth rather than in-person. For example: The person in care may not be in the same room as the provider, so it may feel different than an office visit. The provider may have difficulties completing a full and accurate examination over telehealth and may decide an office visit is warranted. There may be a limited ability to respond to emergencies. Additionally, in rare circumstances, security protocols could fail causing a breach of privacy.
- Technical problems may interrupt or stop the visit.
- There is no permanent video or voice recording kept of telehealth services sessions.
- All existing confidentiality protections under federal and California law apply during telehealth services as well.
- Translation services are available upon request for those accessing telehealth services.

After a review of this information, _____(Person In Care)

Consents

Does Not Consent

to having the option of receiving services from Monterey County Behavioral Health and/or it's contracted providers now or in the future via telehealth.

Date: _____

Authorized representative, if different than the person in care: _____

Relationship to Person In Care: _____

Offered a copy: Yes No