

Telehealth Practices

What you should know: Giving Informed Consent to Treatment through Telehealth Services:

Sherman Counseling is proud of our ability to offer high quality, evidence-based treatments to the clients we serve. For those who have difficulty accessing care in person, we offer telehealth services. Because telehealth services offer treatment through technology over an internet connection, there are some risks to this service. We have created policies for Sherman staff and clients to follow. This is to ensure that clients are afforded quality treatment, confidentiality, and respect at all times.

WHAT IS TELEHEALTH:

Telehealth is the use of telecommunication and information technology to provide clinical health care from a distance. It has been used to overcome distance barriers and to improve access to medical services that would often not be consistently available in distant rural communities.

TELEHEALTH PORTAL:

We primarily use Doxy.me portal services for telehealth sessions. Doxy.me is a HIPAA compliant portal service that has been approved for telehealth sessions.

Your provider will send you a secure link via email to register for Doxy.me services. It is an easy-to-use service, but in the event, there is difficulty with using this service our staff are all trained on how to use Doxy.me and will be able to assist you. Other approved HIPAA compliant programs may be used if there are technical limitations, such as latency issues or inability to connect through Doxy.me

WHO CAN USE TELEHEALTH SERVICES:

Telehealth services are online forms of treatment, often used during inclement weather or when there are barriers to access to care. We, by law, can only provide telehealth services in the state in which we are licensed. For example, if you are traveling to California, we could not meet with you on-line as we are not licensed in the State you are in. Sherman is only licensed to provide services received within the State of Wisconsin. Some providers may hold licenses in other States.

EQUIPMENT REQUIRED:

In order to use Doxy.me, clients will need a working computer with working microphone and camera. Internet access is also necessary. Use of a phone with internet access does not always work and is not recommended for this. Provider equipment will be maintained through password.

FEES:

There is no cost to the client for the Doxy.me service. Clients, however, are expected and responsible to pay for all services rendered. Some, but not all insurances cover telehealth services. We will inform you prior to starting telehealth if your insurance carrier will cover these services. If insurance does cover these services, you are still responsible for any insurance deductibles and/or co-payments. If your insurance carrier does not cover telehealth services, you are able to pay out of pocket for such services. The pricing for telehealth services is the same for a face-to-face session. Because telehealth is a remote service, we require any payment to be made ahead of time or for you to keep a credit card on file for us to charge fees at the time of service.

CONTACTING US:

We make every effort to be available by telephone during normal business hours. Our customer service representatives are able to answer calls Monday-Friday 8am-5pm. You can also connect with us through our monitored inbox at info@shermanconsulting.net.



Our treatment providers make every effort to return calls and email within 24 hours during normal business days. If you are unable to connect with your treatment provider, please call our main number 920-733-2065, including afterhours. Alternatively, if you are having a medical emergency, contact your primary care physician, 9-1-1, or the nearest emergency room.

HOURS OF OPERATION:

General office hours are Monday–Friday 8am-5pm. Other times may be available, as hours for individual counselors will vary as not all of our providers have the same schedule. Please speak with your provider about their schedule. We are closed on major holidays.

BENEFITS, RISKS AND ALTERNATIVES TO TELEHEALTH SERVICES:

Benefits: improved access to care, eliminates travel barriers and travel time, no need to cancel appointments due to inclement weather or illness

Risks: loss of interpersonal connection between yourself and your therapist, possible technological difficulties or delays in care provision, possible slowed treatment progress, possible lack of coverage by insurance.

Alternatives: face-to-face sessions, medication management, treatment at a higher level of care facility, and postponing or ending treatment.

TREATMENT PROVIDER CREDENTIALS:

All clinical providers at Sherman Counseling are licensed by the State of Wisconsin and hold an advanced degree in the specialty area of social work, Counseling, Psychology, and Psychiatry. Continuing education is an obligation of all providers, and clinicians are encouraged to pursue professional development opportunities beyond their minimum license requirements. All staff using telehealth have been trained in these services as well as have been trained in how to use the Doxy.me portal.

TERMINATION/DISCHARGE CRITERIA:

There are circumstances under which clients may be involuntarily discharged from telehealth services, such as but not limited to failure to respect session times, failure to pay for treatment, failure to respect the boundaries and privacy of our staff, and not following treatment recommendations that can be life threatening.

For telehealth to be used successfully it is important to understand how important it is for clients to have local providers in their hometown who can assist Sherman staff with providing the care and treatment clients need. Therefore, releases of information must be kept up to date and current as well as emergency contact information. If these documents are not current or you decline to complete these documents or decline to have a care team in your hometown, then teletherapy/telemedicine services cannot be used.

Before Sherman can involuntarily discharge a client, the clinic shall notify the client in writing of the reasons for the discharge, the effective date of the discharge, sources for further treatment, and of the client's right to have the discharge reviewed prior to the effective date of the discharge.