Consent for Services

Frequently Asked Questions
Telehealth, Telephone, Secure Text Messaging and Secure Email

How are Telehealth/Telephone services different than in-person sessions with mental health staff?

Other than the client and New Earth practitioner not being in the same physical location together, there is very little difference in the session. The practitioner will be able to provide the appropriate Specialty Mental Health Service (SMHS), document the clinical information and service provided, and ensure that documentation is included in the client's clinical record for future reference.

What is the difference between Telehealth and Telephone services?

Telehealth services incorporates the use of video teleconferencing along with audio, so practitioners and clients may visually see and communicate with each other, even though both parties are in a different physical location. Telephone services incorporates the use of a telephone so practitioners and clients may also communicate with each other, however there are no visual capabilities. For both telehealth and telephone services, practitioners will continue to provide the covered SMHS to the client as well as provide documentation that will be included in a client's clinical record for future reference.

What happens if I choose not to consent to using Telehealth and/or Telephone services?

If you choose not to consent to Telehealth and/or Telephone services, New Earth will not use these methods when providing services and will only provide in-person services. Additionally, choosing not to consent to Telehealth and/or Telephone will not affect your ability to access any covered SMHS. Telephone will continue to be used for communication purposes.

What is Secure Email? (For QA use)

Secure Email enables clients to communicate easily and securely with New Earth staff so that any potentially sensitive information about a client is kept safe. To protect a client's Protected Health Information (PHI), secure emails go through encryption, which is a process of making information unreadable to anyone other than the intended recipient of the email. Any email containing a client's electronic PHI that is sent via email must be secured. According to the Health Insurance Portability and Accountability Act (HIPAA), email security and privacy regulations are required to ensure the privacy and confidentiality of clients.

How does a Secure Email look and how can it be read? (For QAQI Use Only)

When a secure email is sent, the recipient will receive the following files:

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1. Notification email message: The notification message indicates that someone has sent a secure, encrypted message in the form of a message.html. The notification also includes download feature to open file.

2. Encrypted message file attachment: The file attachment is named "message.html." This file contains both the downloaded and the encrypted content. To view the email, the file attachment must be saved to the local drive.

Instructions: Click the download icon "message.html" , open encrypted message , click on "Use a one-time passcode" , a separate email with code will be sent to your inbox, open email, copy and paste code on "One-time passcode " box, click on continue and download attachment.

What happens if I choose not to consent to the use of Secure Email?
If you choose not to consent to the use of secure email, New Earth staff will not initiate emails with you or offer emailing as a mode of communication. If you initiate an email with a New Earth staff without consent to email, staff will respond to you via other means of communication (e.g., telephone or mail).

What is Secure Text Messaging?
Secure Text Messaging involves the use of an New Earth approved text messaging application that allows authorized New Earth providers to securely send and receive encrypted text messages and pictures. This method of communicating is secure, encrypted, and compliant with all laws related to the protection/security of Protected Health Information (PHI).

What happens if I choose not to consent to using New Earth's Secure Texting Messaging Application?
Without consent for using the New Earth approved secure text messaging application, New Earth staff will not initiate text messaging with you or offer text messaging as a mode of communication. If you initiate text messaging with an New Earth staff, staff will respond to you via other means of communication (e.g., telephone call or Secure Email).

Are Non-Medical Transportation benefits available to me?
Non-Medical Transportation services are available to all clients. Consent for this adjunct service maybe withdrawn at any time. Adjunct transportation services include any arranged pick-up and/or drop off of the consumer or responsible party

- **New Earth is able to provide transportation services at a needs basis.**
- **If need contact therapist to arrange.**