



Thrive Therapy Group, P. C.
42500 Hayes, Suite 500, Clinton Township, MI 48038

Telehealth Treatment Policies and Procedures

Abstract:

Given the commonality and frequency of use of more forms of electronic technology communication, clients and insurance companies are demanding more accessibility to various forms of health care, including therapy. Thrive Therapy Group, P. C. has adopted policies and procedures to ensure the secure and ethical adoption of telehealth therapy at this site.

Policy: Thrive Therapy Group, P. C. has considered and adopted a set of standards to utilize when employing telehealth therapy with clients.

Application: All employees and contracted staff of Thrive Therapy Group, P. C.

Procedures and Standards:

1. Informed consent to telehealth therapy shall include the elements of legal competency, knowledge, comprehension and voluntariness. Written and electronic versions of this consent will be made available to all clients.
2. A written separate consent (see below) to telehealth therapy will be executed when the patient and therapist agree that this is an appropriate form of service to ensure continuity and accessibility of care when patients cannot attend face-to-face therapy in the office. Some causes for the need for telehealth therapy include but are not limited to: client traveling for work or is on a military assignment, the patient has no access to transportation to and from the office, the patient has health issues that prevent them from traveling to the office, the patient has returned to college and wishes to have continuity of care, weather conditions are dangerous and prevent travel to the office etc.
3. If patient and their therapist agree that telehealth therapy is an appropriate form of treatment, the therapists explains HIPAA compliant and encrypted platforms for use, like **Doxy.me** and **Vsee** that Thrive Therapy Group, P. C. use to ensure privacy. Both parties agree to use private WIFI for such sessions and make sure they are in a private setting in which they may not be overheard.
4. Each therapist at Thrive Therapy Group, P. C. must make it clear to the billing company on their daily billing log that telehealth therapy took place by noting this in the memo section. Failure to make it clear to the billing company that this was a telehealth session will be considered tantamount to insurance fraud.
5. Therapist's at Thrive Therapy Group, P. C. do not abuse telehealth for their convenience or to "keep" a patient and understand that they may discontinue telehealth therapy at any time if it no longer seems to be in the patient's best interest. The therapist and patient would then resume face-to-face sessions, or the therapist would refer the client to another therapist in the patient's area.



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6. Even staff who refuse to or never engage in telehealth should be aware of our policies and procedures concerning this practice, the risks and rewards of telehealth and who on staff does conduct such sessions, in case they need to make an informed and appropriate referral.
7. All therapists at Thrive Therapy Group, P. C. are aware that they must be licensed in the state they are transmitting from when engaging in telehealth therapy with patients.
8. Each therapist adheres to their professional code of conduct when it comes to providing services electronically.
9. Therapist's at Thrive Therapy Group, P. C. attempt to have insurance benefits checked to ensure that telehealth therapy is covered by the patient's insurance.
10. If a patient's health insurance does not cover telehealth therapy, a private pay amount may be negotiated between the patient and the therapist for such services.