



Snapdragon Counseling Services, LLC
Jessica Ferrante LPC, CGAC II, CADC II
3800 SW Cedar Hills Blvd, suite 152-J
Beaverton, OR 97005
(503) 389-3321 Phone
info@SnapdragonCS.com Email

Description of Telehealth Services

Snapdragon Counseling Services offers telehealth services for individual, couples, and family therapy. Telehealth services include the use of phone or electronic communication between provider and client for the purpose of providing services without direct interaction.

TELEHEALTH RIGHTS AND RESPONSIBILITIES

I understand I have the following rights and responsibilities with respect to telehealth services:

1. The laws that protect the confidentiality of personal information also apply to telehealth. The information disclosed by you is generally confidential and will not be released outside of the center without written authorization from you, except where required or permitted by law.
2. There are some additional important legal and ethical exceptions to complete confidentiality that you should be aware of and some situations in which we are permitted or required to disclose information without either your consent or authorization:
 - Statements that clients make of any intention to commit suicide or homicide with respect to a readily identifiable person
 - Statements indicating that a client or another has committed acts of abuse toward a child or vulnerable adult, or intent to commit such acts
 - Information that would facilitate treatment of a medical emergency
 - Defense of claims brought against Snapdragon Counseling Services by the client
 - If your records are requested by a valid subpoena or court order.
3. I understand that I have the right to withhold or withdraw my consent to the use of telehealth services in the course of my care at any time, without affecting my right to future care or treatment.
4. I understand that if electronic communication is used, the center will use encrypted, HIPPA compliant software.
5. I understand that there are risks and consequences from utilizing telehealth, including but not limited to the possibility that:



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- The transmission of my personal information could be disconnected, disrupted, or distorted by technical failures
- The transmission of my personal information could be interrupted by unauthorized persons

6. I understand that as a client using telehealth services I am responsible for securing my own computer hardware, internet access points, and password security. I also understand that Snapdragon Counseling Services is not liable for confidentiality breaches due to client error or client equipment failure. If using phone or computer, I know that I am responsible for taking telehealth phone calls in a private and confidential space.

7. Telehealth services may not be readily available for emergency or crisis based clinical services. If you are experiencing an emergency, please call 911. If you are experiencing a crisis, please reach out to a crisis helpline via one of the phone numbers listed below (Phone Access and Emergencies).

8. I agree to not audio or video record any part of sessions.

9. Just as with in-person therapeutic services, telehealth services can benefit many people, but success is not guaranteed. Please talk about this with your therapist since you must be the judge about the benefits and risks therapy holds for you.

PHONE ACCESS AND EMERGENCIES

Our business days are Monday-Wednesday. You may always call and leave a voice message and I will check voice messages regularly and respond to all calls within 48 hours. The Snapdragon Counseling Services phone number is (503) 389-3321.

If you are experiencing a mental health emergency please call 911.

If you are experiencing a mental health crisis, please call your local crisis line:

Multnomah County Crisis Line: (503) 988-4888

Washington County Crisis Line: (503) 291 9111

Clackamas County Crisis Line: (503) 655-8585