



TELEHEALTH SERVICES

Telehealth is the delivery of mental health services using interactive technologies (use of audio and video communications) between a practitioner and a client/patient who are not in the same physical location. The interactive technologies used in telehealth incorporate network and software security protocols to protect the confidentiality of client/patient information transmitted via any electronic channel. These protocols include measures to safeguard the data and to aid in protecting against intentional or unintentional corruption.

Telehealth will occur through HIPAA-compliant video and audio communication. Client will be required to utilize our HIPAA compliant telehealth platform RingCentral, which can be accessed via the app or browser. Alternatively, we may utilize our backup HIPAA compliant platforms. Clients would need access to, and familiarity with, the appropriate technology in order to participate in telehealth services. In the event that there is a disruption of telehealth services due to technology failure, Mental Health Practitioner/Therapist and client will make reasonable attempts to resume services or reschedule.

There are risks and consequences from telehealth including but not limited to, the possibility, despite reasonable efforts on part of Harmony Mental Health that: the transmission of client's personal information could be disrupted or distorted by technical failures and/or transmission of client's personal information could be interrupted by unauthorized persons.

Rev. 01/2025

11316 86th Ave. North
Maple Grove, MN 55369

www.HARMONYMN.com
Phone: (763) 400-8000
Fax: (651) 426-8116

1056 Centerville Circle
Vadnais Heights, MN 55127