

Valerie Cundiff, M.S. SLP(R)

Registered Speech Language Pathologist

SAC and ASHA Certified

vcundiff@bumblebeespeech.com | 778-867-0395

TELETHERAPY FOR SPEECH-LANGUAGE PATHOLOGY SERVICES

CLIENT AGREEMENT & INFORMED CONSENT

What is Teletherapy? (also known as “telepractice” or “telehealth”)

Teletherapy refers to the technology to deliver speech and language pathology services at a distance. Live or real time service may include but is not limited to telephone, or videoconferencing.

Depending on the age and goals of the client, teletherapy may include direct intervention, parent/caregiver coaching/consultation, or review of home program progress. As I work in early intervention, ***my teletherapy practice will primarily entail parent/caregiver coaching/consultation and review of home programs and progress for the infant/toddler population with focus on [language delay](#).***

Confidentiality, Privacy and Security

Speech language pathologists are obligated to protect the confidentiality and privacy for all documentation, communication, and transmission of information regarding client personal health information. The laws regarding the privacy and protection of information applicable to speech language pathologists in Canada is called the Personal Information Protection and Electronics Documents Act (PIPEDA). **Zoom** is a teleconferencing platform that can be set up to comply with the applicable laws for teletherapy and Valerie Cundiff will be using Zoom Pro for teletherapy (as a host, the basic Zoom plan only allows up to 40 minutes for a meeting; whereas Zoom Pro allows up to 24 hours). The client can download the basic version of Zoom for free and are able to participate in a meeting hosted by a Zoom Pro user. Zoom security features include:

Key Zoom Features for Secure Meetings

Zoom is committed to providing a safe and secure communications platform that allows users and administrators to customize their security and experience via easy-to-use settings. We have engaged some of the industry's top security professionals and our clients to advise us as we continue to develop our products and services given that we are now supporting so many different use cases. Some of our most notable security features include:

- **Encryption** of data in transit and at rest is currently AES 256 ECB migrating to AES 256 GCM on May 30
- **Controlled data routing** that allows paying customers to opt-in or opt-out of any of our data centers (excluding their home region) and, for enterprise clients, the ability to customize and manage geographic regions for specific meetings
- **Transparency on data routing** via the account administration dashboard
- Safeguards and controls to **prohibit unauthorized participants** such as:
 - Eleven (11) digit unique meeting IDs
 - Complex passwords
 - Waiting Room with the ability to automatically admit participants from your domain
 - Meeting lock feature that can prevent anyone from joining the meeting, and ability to remove participants
 - Authentication profiles that only allow entry to registered users, or restrict to specific email domains
- **Meeting host controls** can enable/disable participants to:
 - Content share
 - Chat
 - Rename themselves
- **Security controls** at the fingertips of the host/co-host with a dedicated Security icon on the main interface
- All cloud **recordings are encrypted** with complex passwords on by default
- Prevent robocalling with **rate limiting and reCAPTCHA** (requires human intervention) enabled across all platforms
- Audio recordings with a user's electronic fingerprint embedded into the audio as an **inaudible watermark** so if the recording is shared without permission, we can help identify the source
- **Content watermarking** superimposes the image of a meeting participant's email address onto shared content they screenshot

We meet the following industry and security organization standards:

- SOC 2 (Type II)
- FedRAMP (Moderate)
- GDPR, CCPA, COPPA, FERPA, and HIPAA Compliant (with BAA)
- Privacy Shield Certified (EU/US, Swiss/US, Data Privacy Practices)
- TrustArc Certified Privacy Practices and Statements

The above are just some of the key features available in our platform and there will be more as we engineer new defaults and controls over the weeks to come. In addition to these features, we have engaged Alex Stamos, a widely respected expert on cybersecurity, as an advisor, and formed the Zoom client CISO Council and Advisory Board to engage with us in an ongoing dialogue around privacy and security. Please subscribe to our weekly "Ask Eric" webinar (zoom.com/events) and our blog (blog.zoom.us) to keep updated and informed on our progress in this important area. For more details on Zoom's privacy and security policies, please visit our [Privacy and Security](#) webpage

April 23, 2020

While Zoom is a US-based company, it does have servers in Canada. Teletherapy meetings using Zoom will NOT be recorded by client or Practitioner.

***Important Note:** A parent may be asked to record their child during play or parent interactions using their own smart phone/recording device in order for the speech pathologist to observe for diagnostic and/or therapy feedback purposes. Video recordings – due to their large file size – may not be able to be sent as an email attachment due to either the client’s or the Practitioner’s email provider’s server restrictions. In such cases, video files may have to be made available for viewing by uploading them to one of the widely used file sharing platforms like Google Drive, DropBox or Microsoft OneDrive. The use of any third-party file sharing platforms is at the sole risk of the client and the Practitioner can neither accept any responsibility nor can be held liable for the privacy and safe storage of any files/data stored on such platforms. The Practitioner will not download and/or store any files made available to her, and only review any recordings/files if prior verbal consent has been given by the client.

Please note that all **email correspondence** (including attachments to emails) to/from the *bumblebeespeech.com* domain is fully encrypted and fully compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), which sets privacy standards to protect patients' medical records and other health information.

Risks

While the speech pathologist will use reasonable means to protect the security and confidentiality of information sent and received using electronic communications (including email), the speech pathologist cannot guarantee the security and confidentiality of electronic communications. For example, electronic communications may introduce malware into a computer system. Electronic communications are subject to disruptions beyond the control of the speech pathologist that may prevent the speech pathologist from being able to provide services.

Evidence for Teletherapy

There is evidence for the efficacy of using telepractice in the assessment and treatment of a wide range of speech and language disorders. The Position Statement from the American Speech and hearing Association States: “Telepractice (telehealth) is an appropriate model of service delivery for the profession of speech-language pathology (and audiology)...the quality of the services delivered via telepractice must be consistent with the quality of services delivered face-to-face.” Telepractice has been around for several years and has been used successfully not only in the speech-language pathology profession but other fields as well (e.g. nursing, occupational, medicine, and physiotherapy). It has been a successful approach in assisting people in rural areas who do not have access to services. We are seeing it more lately since the COVID-19 pandemic in order to provide continuity of services when face-to-face options are not possible.

Benefits of the Use of Teletherapy Include:

- Improved client access to services in the home community or rural or remote communities.
- Potential increased frequency of contact (less cancellations due to weather, sickness, lack of transportation, etc.).
- Increased access to multiple practitioners or teams when client needs are complex.
- Ability to complete functional communication assessments, including interviews with caregivers and/or communication partners, and the completion of informal probes in addition to some formal assessments.
- The options to observe shy or withdrawn clients when in-person observation may not be possible.

Challenges Related to Teletherapy Include, but are not Limited to:

- Additional time, experience, and support may be required for individuals (both professionals and clients) to build a comfort level with the use of technology and to troubleshoot challenging situations.
- Risk of communication failures at critical points during interactions.
- An increased amount of time may be required to build relationships with clients and community partners (e.g. teachers, other health professionals).
- Limited access to teletherapy equipment.
- There is no guarantee that treatment will be successful, and the Practitioner cannot be held liable in such cases. If a child reaches a plateau in treatment (i.e. progress is not continuing at a steady rate) or if the therapeutic partnership is not productive for any reason, the Practitioner reserves the right to terminate treatment, reinstate it at a later date or refer the client elsewhere. The client also reserves the right to discontinue treatment at any time.

Fees

*Note: All clients must have a current assessment before therapy commences. If a client comes from another agency or practitioner, assessment with the Practitioner may be waived if documentation is provided in the form of a typed report and goals/therapy plan indicated by a speech language pathologist within the last 6 months only. It is important to have the most current levels of your child's speech and language development for appropriate session planning.

- **Teletherapy Assessment: \$675**

Includes:

- Review of case history
- Parent questionnaire
- Video reviews
- Assessment report
- Therapy plan and goals

- **Teletherapy: \$140**

Includes the following prior to initiation of therapy:

- Intake and review of case history and prior assessment reports
 - Video reviews (as applicable)
 - Therapy plan and goals
- (NO CHARGE for the above)

Therapy services (1 hour total) include

- 45 minutes of services via Zoom
- Documentation of session
- Follow up and feedback by the Practitioner

- **Optional Services**

- **Conferences/consultation or team meetings** with parents, teachers, child supported development team or physician: **\$150** per meeting, not to exceed one hour
- **Progress reports: \$150**
- **Home program: \$150**

- **Brief phone consultation or communication** with individuals within the circle of care of the client (e.g. if your child transitions to another speech pathologist, speaking with child's teacher, etc.): **NO CHARGE** (I will simply need your written consent to share information with the individual)

Expectations

1. Sign in 5-10 minutes before the appointment starts (click the link that I will send you and you will be placed into the waiting room until I admit you).
2. Please do not record the sessions.
3. Session time will be for approximately 45 minutes.
4. Place your device (laptop, smart phone, iPad) out of reach of your child but in a position that allows me to easily observe. Tip: a mason jar metal ring lid may be handy as a phone holder or create one from an old wire coat hanger.
5. Have your materials ready. We may do one table activity to begin with (please place your child in a booster or high chair if we choose an activity at the table and then we will move to the floor area, ...or even outdoors to play on a porch or grass area if it's a nice day and we can maintain the Zoom connection!).
6. Have water available for your child and make sure toileting needs are met before the session (it is, of course, ok if they need to go during the session but it will be less disruptive if you check beforehand)
7. Limit distractions (TV, other toys, etc.)
8. If there are technical difficulties, I will phone you to finish the appointment if we are unable to reconnect by Zoom.

Agreement to Terms of Payment

I, _____ acknowledge and accept full and complete responsibility for payment of all services rendered to my child by Valerie A. Cundiff, M.S. CCC-SLP Speech Language Pathologist (Practitioner) and Registered SLP. I understand that payment by Etransfer is due at the time of evaluation and/or treatment. Receipt will be emailed. I understand that health insurance policies are an arrangement between my insurance company and myself, that all services rendered are charged directly to me, and I am personally responsible for payment. I agree to allow the Practitioner to release any information that is requested by my insurance company. Each payment for evaluation and intervention is to be made directly to the Practitioner, even if insurance coverage is arranged (The insurance company reimburses the client, not the Practitioner). I have read and accept the policies of Valerie A. Cundiff, M.S. CCC-SLP(R), Speech Language Pathologist (Registered). I understand that I am responsible for timely payment, at the time of service.

*Signature of Parent or Legal Guardian

*Date

Consent for Teletherapy Services

By signing below, I am consenting to participate in speech-language services (Assessment and/or Therapy) by teletherapy offered by Valerie Cundiff, M.S. SLP(R), as outlined above, and I confirm that I understand the risks. I have read and agreed to the terms describing assessment and/or therapy procedures using teletherapy. I understand that I will be emailed a receipt for services rendered. Informed consent can be withdrawn at any time in writing and I understand that I may discontinue services at any time.

*Name of Legal Guardian

*Name of Child

*Signature of Legal Guardian

*Date

**Required Fields*