

# Information You Need To Know When Providing Services During Times of Crisis

Series of Six Videos



## Informed Consent

What you need to keep in mind:

- ➔ Informed consent is not just a form, it is a conversation you should have with your client, right at the beginning.
- ➔ The informed consent has to be:
  - » Detailed
  - » Cannot include Protected Health Information (PHI)
  - » It has to be signed by the client on or before the first session
  - » It has to include all situations that could happen while providing therapy
    - Face-to-face consultation
    - Teletherapy
    - Use of emails, phone and text
    - Release of information
- ➔ There will be some particular situations when the informed consent could be verbal, or audio recorded. In this case, it is important to have witnesses, their complete contact

**GET THE  
FACTS!**

information, the reason why the consent was obtained this way, and more importantly, all should be supported by detailed documentation.

- When the therapist does not have informed consent to release the client information, but the situation is critical with potential “harm to self” the therapist can release the information and document in detail the entire scenario.
- When providing services over the phone, even having informed consent, make sure you ask the client where he or she is located, if they are alone, and mention that phone conversations may not be totally confidential. This not only confirms that you are not practicing across state lines, but in case of an emergency the social worker can get medical assistance to the client.



During these times of crisis, many policyholders want to know more about our Cyber Liability Insurance coverage. For more information visit <https://naswassurance.org/malpractice/cyber-liability/>

**For questions or comments on these videos,  
please email us at [asi@naswasi.org](mailto:asi@naswasi.org).**