



**COUNTY OF SAN LUIS OBISPO HEALTH AGENCY  
BEHAVIORAL HEALTH DEPARTMENT**

**Michael Hill**, *Health Agency Director*

**Anne Robin, LMFT** *Behavioral Health Director*

**Starlene Graber, PhD., LMFT** *Drug and Alcohol Services Division Manager*

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**Privacy Policy for Remote Client Services:**

County of San Luis Obispo Drug and Alcohol Services will provide Remote Client Services (Telehealth) utilizing the Zoom HealthCare Virtual Meeting Platform. Some personal information such as your name, email address, and computer IP address or cell phone number will be shared with Zoom and will be available to County of San Luis Obispo Drug and Alcohol Services to verify attendance. To participate in Zoom counseling sessions, you must read and agree to Zoom's Privacy Policy <https://zoom.us/privacy>.

County of San Luis Obispo Drug and Alcohol Services will continue to maintain confidentiality as stated in our Confidentiality Policy. Clients will also be held to the Confidentiality Agreement signed upon enrollment.

To participate in temporary Remote Client Services, give your verbal consent to your group or individual session facilitator, when you are connected.

**Remote Client Services Release:**

I (print your name) \_\_\_\_\_, agree to participate in temporary Remote Client Services (Telehealth) at County of San Luis Obispo Drug and Alcohol Services. I understand that specific technology is required to participate, and I certify that I have access to the required technology. Additionally, I have read and understand the Zoom Privacy Policy. I understand that Remote Client Services are being offered on a temporary basis due to the Coronavirus (COVID-19) pandemic, and that once the threat is eliminated and the emergency public health declaration is lifted, client services will then be available at the Drug and Alcohol Services locations only. To receive credit for the session, I understand that I must:

- o Attend the session in a private room, free of distractions and to ensure confidentiality. Use of headphones is preferred to maintain confidentiality for all group members.
- o Stay for the entire session.
- o Not be under the influence of alcohol or other drugs during the session.
- o Follow the general group guidelines just like you are in the clinic.
- o Please no cross talking.

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*The Health Agency complies with Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex or any other protected class*

**County of San Luis Obispo Health Agency**

- o If you are not using your cell phone for the session, please turn it and any other electronic device off.
- o Please be respectful to all - the group facilitator as well as other group members.

The group facilitator can remove someone from the group or place them into the waiting room at any time and at their discretion for not adhering to the above rules. We only have limited group spots available during this time.

I understand that fees for Drug and Alcohol Services will apply during this time, including the billing of Medi-Cal for telehealth services, and that County of San Luis Obispo Drug and Alcohol Services will provide me with alternate payment methods during the Remote Client Services time period.

I have read and agree to County of San Luis Obispo Drug and Alcohol Services Remote Client Services Policy and Zoom's Privacy Policy <https://zoom.us/privacy> .

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Name - Printed Date

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Name - Signature Date