

# Lakes Psychiatric Center

## Patient Consent and Contract For Online Therapy

I, \_\_\_\_\_ am currently a patient at Lakes Psychiatric Center and my provider is

\_\_\_\_\_.

I am requesting the option of receiving a portion of my mental health services via the online portal [www.livehelp.lakescenter.com](http://www.livehelp.lakescenter.com). This is a voluntary agreement and provided as a courtesy. I agree to continue to see my provider in person at the West Bloomfield office periodically even if utilizing this service. I understand that the frequency of my in office services will be determined by my provider.

I understand that I need to have a computer with a webcam, microphone and internet access to utilize this option. It is my responsibility to ensure my privacy by choosing a private network connection setting as well as make sure the room I am in is private. The provider will do the same on their side for the duration of the session.

I understand there is a **one-time \$25 registration fee** to be paid at the time of enrollment. This agreement must be signed and my ongoing payment method needs to be provided. Registration and login instructions are at the back of this packet and on the website at **www.lakescenter.com** The Lakes Psychiatric Center staff will assist in registration if needed and activate my account.

Once my account is activated, my provider and I may schedule to virtually “meet” for appointments on our secure web portal in lieu of a face to face visit. I understand that online appointments require twenty-four hour cancellation notice or there may be a charge, similar to an in-office visit.

I understand that if I have insurance, the session will be billed to my insurance at the usual rate. I also may elect to pay out of pocket and not utilize my insurance. I understand there is a **per session convenience fee of \$10.00** that is to be paid at the time of the appointment in addition to the required co-pay, amount towards the deductible or full out of pocket payment. **The payment method I provide will automatically be billed after the session is completed.**

Additional types of services (like groups or family sessions) may be available, and if I choose to participate, I will not need to register with the site again. If it is a non-covered service with my insurance, then there will an additional cost and payment must be arranged in advance.

Patient Name \_\_\_\_\_

Patient Signature \_\_\_\_\_ Date: \_\_\_\_\_

Guardian Name \_\_\_\_\_

Guardian Signature \_\_\_\_\_ Date: \_\_\_\_\_

LPCC staff \_\_\_\_\_ Date: \_\_\_\_\_

**ONLINE THERAPY REGISTRATION FORM**

Complete and return to the front desk or your provider:

Name: \_\_\_\_\_

Email: \_\_\_\_\_

**Credit Card Info**

Credit Card Type: \_\_\_\_\_

Full Name on Credit Card: \_\_\_\_\_

Billing Address: \_\_\_\_\_

\_\_\_\_\_

Credit Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

CC Code: \_\_\_\_\_

Patient Name \_\_\_\_\_

Patient Signature \_\_\_\_\_ Date: \_\_\_\_\_

Guardian Name \_\_\_\_\_

Guardian Signature \_\_\_\_\_ Date: \_\_\_\_\_

LPCC staff \_\_\_\_\_ Date: \_\_\_\_\_

# Instructions for Creating Your Online Therapy Account with Lakes Psychiatric Center

Thank you for choosing to use our convenient online option for therapy at Lakes Psychiatric Center. In order to use our website, there are a few quick steps you need to follow to get started. As always if you have any questions, please do not hesitate to contact our office at **(248) 859-2457** for additional information.

To begin, you will want to **visit our [lakescenter.com](http://lakescenter.com) website** and select "**online therapy**" then "**link to online portal**" **OR** go directly to **<http://livehelp.lakescenter.com>**

1. Click "**Please Enter Here**" and you will enter the chat portal.
2. There will be a tab labeled "**Sign-Up**" along the top line of the menu. Click that to register.
3. After you click "Sign-Up", you will register for your account by choosing a **client username and password**. Make sure you enter your **email address that is on file at our center** so that we can verify your account. Don't worry; your email address will remain confidential. We will not send any spam mail, nor trade or sell your email address with any other person or entity. We respect your privacy.
4. After you click the **submit** button and agree to our "**Terms and Conditions**", the office manager will approve your use on our chat system once you have returned the signed contract and payment method.

## Instructions for Meeting Your Therapist Online

Once you have made an account and it has been activated you are ready to set up an appointment to meet your provider online!

1) Go to our website [lakescenter.com](http://lakescenter.com) and follow the "online therapy" and "link to the online portal" or go directly to [livehelp.lakescenter.com](http://livehelp.lakescenter.com)

2) Click "Log in" and follow to the prompts to login with your chosen **username and password** then click "**submit**". Once you have logged in, you will click "**Continue**" which will take you back to the main site.

3) When it is your scheduled appointment time, **your clinician will show up under the "Clinicians Online"** on the main page. You can click "**private chat**" below the picture of your clinician. If the clinician is not listed, do not panic. Same as in an office setting, the clinician may be running behind. Remember to **refresh your browser** occasionally to look for your clinician.

4) Once you **click the private chat button**, you will have begun your session. In order to start the two-way video chat, **you must click the "Show my cam" button** below the video of your clinician (this may also be a black box). This will bring up a window that says "**No A/V devices selected**". When this window pops up, you will click on "**2-way video settings**". After clicking "2-way video settings", you must **select your video input device and your audio input device and "allow" for miristream to access your choices**. There may be multiple devices available, so you must select the correct devices in order for the system to work. Our software detects what your operating system detects for cameras and microphones, so if you have multiple devices connected or configured, you will have to choose the right one.

**The first time you use the system on any given device, you may have to also click "Allow" at the top of your screen and you should see the live video stream begin.**

5) Once you have selected the right video and audio input devices and allowed for miristream to access your choices, you must again **click "Show My Cam"** in order for you to have a two-way chat session. You should be able to hear and see your clinician after clicking "Show my cam".

If you are having trouble hearing or seeing your clinician, please try selecting a different video input device or another audio input device. This may activate a different setting in your computer. You may also need to try using headphones. It takes a little practice at first, but you will get the hang of it.

6) Once your session is completed you can **log out or close the window**.

Do not worry about "credits" or funding your account. We are adding ample virtual credits to allow for uninterrupted sessions. We will be billing and crediting your sessions through our usual billing procedure and system and not using the one built into the site.