



Prism Mental Health Solutions Inc.

Patient Telehealth Services Policy



Transforming Mental Health Through Compassion, Clarity, and Clinical Excellence

1. Welcome to Telehealth



Prism Mental Health Solutions Inc. (Prism MHS) offers telehealth appointments when remote care is clinically appropriate, legally permitted, and suitable for your needs. Telehealth allows you to meet with your clinician remotely using approved technology. The same professional standards of care apply to both virtual and in-person services.

2. Telehealth Eligibility and Your Choices



Your clinician will assess whether telehealth is appropriate for your circumstances, privacy, communication needs, and safety. This assessment may change over time. You may ask questions about telehealth, its benefits and limitations, and available alternatives. Required telehealth consent will be obtained before services begin. If remote care cannot appropriately meet your needs, your clinician will discuss suitable alternatives or referrals.

3. Your Physical Location Matters



At each virtual appointment, you may be asked to confirm your identity, current physical address or sufficiently specific location, state, and callback number. This helps your clinician meet professional licensing requirements and respond appropriately to emergencies. Please tell your clinician before an appointment if you are traveling, staying in another state, or relocating. A session may need to be postponed or alternative care arranged if your clinician is not authorized to practice where you are physically located.

4. Preparing for a Private Session



Please join your appointment from a safe, quiet, and reasonably private location where you can speak freely. Use a stable connection and a device suitable for your session, when possible. Tell your clinician if someone else is present or can hear the conversation. Do not participate while driving. If you cannot obtain adequate privacy, discuss the situation with your clinician so you can consider a safe and appropriate alternative.

5. Approved Technology and Confidentiality



Prism MHS uses approved systems and procedures intended to protect your information. Your clinician will explain how to access the approved telehealth platform. Personal social-media calls, unapproved video services, ordinary text

messages, and routine email are not substitutes for a scheduled telehealth session. Although reasonable safeguards are used, remote technology carries some privacy and connectivity risks.

6. Other Participants, Recording, and AI Tools



Please tell your clinician if you would like a family member, caregiver, interpreter, or other person to participate. Participation is subject to appropriate consent and confidentiality considerations. Sessions must not be recorded, photographed, screen-captured, transcribed, or processed through automated note-taking or artificial-intelligence tools unless Prism MHS has specifically approved the activity and all required legal and consent conditions have been satisfied. Secret observation or participation is not permitted.

7. Connection Problems and Interruptions



If the video connection fails, your clinician may attempt to reconnect or contact you through an agreed, approved backup method. Depending on the circumstances, the appointment may resume, continue through another legally and clinically appropriate method, or be rescheduled. A brief technical problem will not automatically be treated as a missed appointment when you are actively attempting to participate. Only services actually provided may be billed as treatment.

8. Safety and Emergencies



Telehealth appointments and routine electronic messages are not 24-hour crisis services. Your clinician may review your location, emergency contacts, local resources, and an appropriate safety plan. If you are in immediate danger or experiencing a medical or psychiatric emergency, call 911 or go to the nearest emergency department. In the United States, you may call or text 988 for crisis support. During a session, your clinician may contact emergency services or an appropriate support person when clinically necessary and legally permitted.

9. Scheduling, Attendance, and Cancellations



Please join at the scheduled appointment time and notify Prism MHS as early as possible if you cannot attend. Telehealth appointments are subject to the Patient No-Show & Cancellation Policy, including its 24-hour notice expectation and applicable exceptions. Unexpected technical failures, emergencies, disability-related needs, and other circumstances will be considered under that policy.

10. Insurance Coverage and Payment



Insurance coverage and patient cost-sharing for telehealth depend on your particular plan, service, clinician, and applicable rules. Telehealth coverage is not guaranteed simply because in-person treatment is covered. Copayments, deductibles, coinsurance, and self-pay obligations are addressed in the Patient Financial Responsibility & Insurance Policy. Please ask about expected charges or coverage questions before your appointment whenever possible.

11. Accessibility and Accommodations



Please let Prism MHS know if you need a disability-related accommodation, language assistance, accessible technology, or support using the platform. We will consider reasonable options consistent with clinical safety, privacy,

licensing, and payer requirements. Telehealth may not be suitable for every situation, and alternative arrangements or referrals may be discussed.

12. Questions and Acknowledgment



You are encouraged to discuss concerns about telehealth, privacy, technology, costs, or alternatives with your clinician. By participating in telehealth, you agree to follow the applicable appointment and privacy expectations described here. This informational policy does not replace any separate telehealth informed-consent form or other documentation required for your care.