

Clinical Consent Forms in Avatar Guide for Clinicians: Scripts 2021

Translations of these scripts: [Chinese](#) | [Russian](#) | [Spanish](#) | [Tagalog](#) | [Tongan](#)

NEW CLIENT SCRIPT

**All paper versions of the consent forms are located at <https://www.smchealth.org/consents>*

Clinical Assigned staff are required to complete all consent forms.

INTRODUCTION

Since you are a new client to BHRS I would like to review and explain some of your rights to you. We are going to discuss a few consent forms that I would like to get your consent and acknowledgement of. **Is that okay?** There is additional information about BHRS services that may be helpful to you at <https://www.smchealth.org/new-client-information-english>

I would like to email you a copy of these consents once we are finished reviewing them. **What is your email address?**

(Note to clinician: **add email address to the “Update Client Data”** form in Avatar. When you email the PDF version to the client **put #sec# in the email subject line to encrypt**. See email templates at the bottom of this document.)

CONSENT TO TREATMENT & PRIVACY PRACTICES (required for all new clients)

BHRS is requesting you consent to receive behavioral health services, which may include case management, and medication support services (only if you agree to medication support services). **Are you agreeing to receive services from BHRS?**

I will provide you with a detailed notice of our privacy practices. Please let me know if you have any questions after you review it. We are required by law to make sure that behavioral health information that identifies you is kept private. We are required to give you this notice of our legal duties and privacy practices with respect to behavioral health information about you. BHRS will follow the terms of the notice. BHRS will share your information as mandated by law, and for treatment, payment, and our daily health care operations (such as quality review).

Your information will be shared in the SMC Connected Care Health Information Exchange (HIE) database. The HIE allows your current San Mateo County providers access to important information to improve your care, such as your current medications and diagnosis. You may opt-out of the HIE. Please note that opting out only means your information will not be included in the SMC Connected Care HIE database. Providers may still have access to your San Mateo County medical records, as appropriate.

This is the Opt-out Form:

https://www.smchealth.org/sites/main/files/smc_connected_care_opt_out_form_2.pdf

You may also review these rights at:

<https://www.smchealth.org/bhrs-doc/application-services-and-consent-treatment-96-15>

Clinical Consent Forms in Avatar Guide for Clinicians: Scripts 2021

TELEHEALTH INFORMED CONSENT FORM (required for all clients participating in telehealth)

BHRS may be providing you services at times using videoconferencing equipment. When we do this, you will be able to see and hear me (or other providers that you are meeting with) and I will be able to see and hear you, just as if we were in the same room. **Are you okay with participating in services by video and/or phone when it is appropriate?** Telehealth can improve your access to care by allowing you to be at a different location than me (or other providers that you are meeting with). You are not required to participate in video if you are uncomfortable and may schedule a telephone session instead. Safety measures are being used to ensure that videoconferencing is secure, and **no part of the encounter will be recorded without your consent.** It may be determined that telehealth does not provide sufficient information to make appropriate clinical decisions, which may require additional in-person visits. You have the right to withdraw consent to the use of telehealth in the course of my care at any time, without affecting your right to future care or treatment. The laws that protect your privacy and confidentiality of medical information also apply to telehealth.

You may review this notice at: <https://www.smchealth.org/bhrs-policies/telehealth-informed-consent-forms>

ASSIGNMENT OF INSURANCE BENEFITS (AOB) (required for all new clients)

BHRS will release information to your insurance companies with the purpose of receiving reimbursement for services provided by BHRS. Information released is limited and usually only includes dates and duration of visits, your diagnosis, and the clinician's name. By signing this form, you are allowing us to bill your insurance company (including Medicare if you have Medicare). No action on your part will be necessary. *If a client says "I don't need to sign this because I just have Medi-Cal – I don't have insurance", please tell them this is required for all new clients regardless of coverage. We will only bill insurance carriers that they have.*

You may also review this notice at: <https://www.smchealth.org/bhrs-policies/authorization-and-assignment-benefits>

ADVANCE HEALTH CARE DIRECTIVE INFORMATION NOTICE (required for all new clients)

I'm going to provide you with an Advance Health Care Directive Informational Fact Sheet. Although I can't help you fill out an Advance Health Care Directive, I want to make sure that you have the information to be able to get an Advance Health Care Directive if you want one. **Do you have an Advance Health Care Directive? Would you like me to explain what an Advance Health Care Directive is?** An Advance Health Care Directive is a legal document that allows individuals to say in advance their healthcare wishes if they become unable to make their own decisions. It allows you to make treatment choices now in the event you need health treatment in the future. You can tell your doctor, institution, provider, treatment facility, and judge what types of treatment you do and do not want. You can select a friend or family member to make health care decisions, if you cannot make them for yourself. An Advance Health Care Directive goes into effect when the person's primary physician determines the person does not have the "capacity" to make their own healthcare decisions. This means the individual is unable to understand the nature and consequences of the proposed healthcare or has been injured and is unable to make decisions. **Get more information about where to find Advance Health Care**

Clinical Consent Forms in Avatar Guide for Clinicians: Scripts 2021

Directive forms and how to get help at: <https://www.smchealth.org/bhrs-doc/advance-health-care-directives-04-07>

CELL PHONE USAGE AGREEMENT

I am sharing my work cell phone number with you to be able to communicate with you when I am in the field.

My work cell phone is only available during my work hours and is turned off when I am not at work. If you leave a voicemail or text I will respond when I return to work.

You may call my cell phone to ask for the address of a planned appointment, or to confirm or cancel your appointment.

To respect each client, I will not answer my phone when I'm with another client. Please leave a message.

I will keep my office voicemail and cell phone greetings updated with my work schedule and time away. These greetings will include information on how you can receive urgent assistance if I am not available.

Text messages are for logistics only, such as appointment confirmation. Your privacy is very important to me and since text messages do not meet privacy standards, they should not include private health information. You may text me if you have an urgent need, but please reserve clinical details for a voicemail or a voice to voice conversation.

Important numbers:

- My cell phone number _____
- My office number _____
- The clinic number _____
- Psychiatric Emergency Services are available at San Mateo Medical Center (650) 573-2662
- Mills-Peninsula Medical Center (650) 696-5915
- 24/7 Suicide Crisis Hotlines 1 (800) 273-TALK (8255) or (650) 579-0350; For Spanish: 1 (888) 628-9454
- Crisis Text Line serves anyone, in any type of crisis, providing access to free, 24/7 support. Text BAY to 741741 to reach a crisis counselor.

You may review this notice at: <https://www.smchealth.org/bhrs-doc/cell-phone-usage-01-01>

REQUIRED FOR LICENSED AND REGISTERED STAFF (required for all new clients with clinical staff)

As a licensed/registered professional with the state of California, I must provide you information about my license and how to check my license and report a complaint with my Board.

My license/registration number and type is _____

I am (licensed or registered) as a (LMFT/LCSW/RN) and my board information is located at:

Clinical Consent Forms in Avatar Guide for Clinicians: Scripts 2021

https://www.smchealth.org/sites/main/files/file-attachments/verifyingcredentialsposter_0.pdf?1496158842

I am not licenced nor registered with a board in California but I am a student in a therapy (or resident) program. My supervisor's name and contract information is _____

AUTHORIZATION FOR USE OR DISCLOSURE OF PROTECTED HEALTH INFORMATION (ROI)

To provide you the best care possible, BHRS will share information and communicate with your other health care providers.

We would also like your permission to talk with important support people in your life, such as family members, social workers, probation officers, social services, and other agencies involved in your treatment.

Who are people that we should share information with to improve your care?

Are you okay with BHRS talking with and sharing your information with _____?

BHRS will only share the minimal amount of information needed related to your care.

Do you have any limitations that you would like to talk with me about?

Unless consent is revoked, this authorization shall be in place until the date we pick to end the consent (may be 1 to 10 years) or upon discharge from San Mateo County Behavioral Health and Recovery Services, whichever occurs first.

You may review this notice at:

<https://www.smchealth.org/bhrs-policies/confidentialityprivacy-protected-health-information-phi-03-01>

EMAIL TEMPLATES FOR CLIENT ADMISSION PACKET WITH CONSENT FORMS

Email Subject Line: Welcome to San Mateo County's *Behavioral Health and Recovery Services* #sec#

Welcome to San Mateo County's *Behavioral Health and Recovery Services*!

<http://www.smchealth.org/welcometobhrs>

Behavioral Health and Recovery Services (BHRS) offers many services for children, youth, families, adults and older adults in San Mateo County for the prevention, early intervention and treatment of mental illness and/or substance use. We support each individual's goals of being healthy and living a quality life. We provide services in English, Spanish, Mandarin Chinese and Tagalog. We can also arrange for other languages when needed. Our staff represents the different cultural/ethnic groups in San Mateo County.

We invite you to go to one of the links below to help you understand your rights and what specific services are provided by BHRS, including:

Clinical Consent Forms in Avatar Guide for Clinicians: Scripts 2021

- Guide to Medi-Cal Services
- Consumer Rights and Problem Resolution Brochure
- List of BHRS Providers

For **Mental Health Services**: <https://www.smchealth.org/new-client-information-english>

For **Substance Use Services**: https://www.smchealth.org/sites/main/files/file-attachments/dmc-ods_member_handbook_072018.pdf

Please do not reply to this email. If you need assistance or would like printed copies of any of these documents please contact your new provider. If you do not know how to contact your new provider you may contact the ACCESS Call Center (800) 686-0101, TDD: (800) 943-2833.

There is additional information about BHRS services and resources located at:

<http://www.smchealth.org/bhrs/mhresources>

In the event that you or a family member is experiencing a Mental Health Emergency:

Call 9-1-1 or go to your nearest hospital emergency room if you can safely get there.

See [Guidelines for Calling 9-1-1 in a Mental Health Emergency](#)

Psychiatric Emergency Services are available at:

San Mateo Medical Center
222 West 39th Ave, San Mateo CA, 94403
Phone: (650) 573-2662

Mills-Peninsula Medical Center
1501 Trousdale Drive, Burlingame CA 94010
Phone: (650) 696-5915

Spanish

¡Bienvenido a los *Servicios de Salud del Comportamiento y de Recuperación* del condado de San Mateo!

<http://www.smchealth.org/new-client-information-spanish>

Los Servicios de Salud del Comportamiento y de Recuperación (*Behavioral Health and Recovery Services*, BHRS) ofrecen muchos servicios para niños, jóvenes, familias, adultos y adultos mayores en el condado de San Mateo para la prevención, la intervención temprana y el tratamiento de enfermedades mentales o el consumo de sustancias. Apoyamos las metas de cada persona para estar saludable y vivir una vida de calidad. Proporcionamos servicios en inglés, español, chino mandarín y tagalo. También podemos hacerlo en otros idiomas cuando es necesario. Nuestro personal representa a los diferentes grupos culturales o étnicos del condado de San Mateo.

Clinical Consent Forms in Avatar Guide for Clinicians: Scripts 2021

Le invitamos a ingresar al siguiente enlace <http://www.smchealth.org/new-client-information-spanish> para ayudarle a entender sus derechos y los servicios específicos que los BHRS proporcionan, como:

- una guía para los servicios de Medi-Cal
- un folleto sobre los derechos del consumidor y la resolución de problemas
- una lista de proveedores de los BHRS

Por favor, no responda a este correo electrónico.

Si necesita asistencia o desea copias impresas de cualquiera de estos documentos, comuníquese con su nuevo proveedor. Si no sabe cómo comunicarse con su nuevo proveedor, puede comunicarse con el centro telefónico de ACCESS al (800) 686-0101, TDD: (800) 943-2833.

Hay información adicional sobre los servicios y recursos de los BHRS en <http://www.smchealth.org/bhrs/mhresources>.

En caso de que usted o un miembro de su familia tenga una emergencia de salud mental

Llame al 9-1-1 o vaya a la sala de emergencias del hospital más cercano si puede llegar ahí de forma segura.

Consulte las [pautas para llamar al 9-1-1 en caso de una emergencia de salud mental](#).

Los servicios psiquiátricos de emergencia están disponibles en:

San Mateo Medical Center

222 West 39th Ave, San Mateo CA, 94403

Teléfono: (650) 573-2662

Mills-Peninsula Medical Center

1501 Trousdale Drive, Burlingame CA 94010

Teléfono: (650) 696-5915

Filipino

Welcome sa Mga Serbisyo sa Kalusugang Nauugnay sa Pag-uugali at Pagpapagaling (Behavioral Health and Recovery Services) ng San Mateo County! <https://www.smchealth.org/new-client-information-filipino>

Clinical Consent Forms in Avatar Guide for Clinicians: Scripts 2021

Ang Mga Serbisyo sa Kalusugang Nauugnay sa Pag-uugali at Pagpapagaling (Behavioral Health and Recovery Services, BHRS) ay maraming iniaalok na serbisyo para sa mga bata, pamilya, nasa hustong gulang, at nakatatanda sa San Mateo County para sa pag-iwas, maagang pamamagitan, at paggamot sa sakit sa pag-iisip at/o labis na pag-inom ng alak o paggamit ng droga. Sinusuportahan namin ang mga layunin ng bawat indibidwal na maging malusog at malayo sa sakit, at magkaroon ng kumportableng buhay. Nagbibigay kami ng mga serbisyo sa wikang Ingles, Spanish, Mandarin Chinese, at Tagalog. Maaari din kaming magbigay ng serbisyo para sa iba pang wika kung kinakailangan. Kinakatawan ng aming mga tauhan ang iba't ibang kultural na pangkat/pangkat etniko sa San Mateo County.

Iniiimbihan ka naming pumunta sa link sa ibaba <https://www.smchealth.org/new-client-information-filipino> upang maunawaan mo ang iyong mga karapatan at ang mga partikular na serbisyong ibinibigay ng BHRS, kasama ang:

- Gabay sa Mga Serbisyo ng Medi-Cal
- Brochure ng Mga Karapatan ng Consumer at Paglutas ng Problema
- Listahan ng Mga Provider ng BHRS

Mangyaring huwag tumugon sa email na ito.

Kung kailangan mo ng tulong o kung gusto mong makatanggap ng mga aktwal na kopya ng alinman sa mga dokumentong ito, mangyaring tumawag sa iyong bagong provider. Kung hindi mo alam kung paano makipag-ugnayan sa iyong bagong provider, maaari kang makipag-ugnayan sa ACCESS Call Center

(800) 686-0101, TDD: (800) 943-2833.

May karagdagang impormasyon tungkol sa mga serbisyo at resource ng BHRS sa <http://www.smchealth.org/bhrs/mhresources>

Kung ikaw o ang isang kapamilya ay nakakaranas ng Emergency sa Kalusugan ng Pag-iisip

Tumawag sa 9-1-1 o o pumunta sa pinakamalapit na emergency room ng ospital sa iyo kung ligtas kang makakapunta roon.

Tingnan ang [Mga Alituntunin para sa Pagtawag sa 9-1-1 Kapag May Emergency sa Kalusugan ng Pag-iisip](#)

Available ang Mga Serbisyo para sa Psychiatric na Emergency sa:

San Mateo Medical Center

222 West 39th Ave, San Mateo CA, 94403

Telepono: (650) 573-2662

Mills-Peninsula Medical Center

1501 Trousdale Drive, Burlingame CA 94010

Telepono: (650) 696-5915

Clinical Consent Forms in Avatar Guide for Clinicians: Scripts 2021

Chinese

歡迎來到San Mateo縣行為健康和康復服務部(*Behavioral Health and Recovery Services, BHRS*) !
<https://www.smchealth.org/new-client-information-chinese>

行為健康和康復服務部 (BHRS) 在San Mateo縣為兒童、青年、家庭、成人與長者提供許多服務，旨在預防、早期干預及治療心理疾病及/或物質濫用。我們支持每個人擁有健康與優質生活的目標。我們以英文、西班牙文、簡體中文及他加祿語提供服務。如有需要，我們也能安排其他語言。我們的員工代表了San Mateo縣的不同文化/種族群體。

歡迎您造訪以下連結（網址為：<https://www.smchealth.org/new-client-information-chinese> 這有助於瞭解您自身享有的權益，以及BHRS提供的具體服務，包含：

- Medi-Cal服務指南
- 消費者權利和問題解決流程手冊
- BHRS服務提供者清單

請勿回覆此電子郵件。

如果您需要協助，或是需要任何文件的紙本副本，請與新服務提供者聯絡。如果您不知道如何與新服務提供者聯絡，請聯絡ACCESS客服中心，電話為：(800) 686-0101，TDD：(800)943-2833。

BHRS服務與資源的額外相關資訊位於<http://www.smchealth.org/bhrs/mhresources>

如果您或家人正發生 心理健康緊急狀況

請撥打9-1-1或前往距離您最近的醫院急診室（前提是您能安全抵達該處）。

請參閱 [心理健康緊急情況撥打9-1-1準則](#)

精神病急診服務看診處：

San Mateo Medical Center
222 West 39th Avenue San Mateo, CA 94403
電話：(650) 573-2662

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Mills-Peninsula Medical Center

1501 Trousdale Drive, Burlingame CA 94010

電話：(650) 696-5915