

REMOTE VIRTUAL SERVICES CLIENT CONTRACT

The HART program offers in-person services as well as Remote Virtual Client Services, or a hybrid of both. "Virtual Services" means the provision of synchronous counseling services by a licensed DUI program via real-time video over the internet. DUI programs are required to utilize a HIPAA-compliant platform when providing virtual services. Please return the included Remote Virtual Services form with your intake packet. Once **all required documents** have been signed, dated, and returned, we will schedule an intake where you will be assigned to an appropriate group/class.

Remote Virtual Services (RVS) will enable you to attend your DUI classes with a properly credentialed SUD counselor. To participate in RVS you must:

- Sign the attached Privacy Policy for RVS and return to HART office
- Register in advance with ZOOM by downloading (app is free) and registering with ZOOM.US
- To receive credit for the session, you must:
 - Use your proper name, first and last
 - Attend the session in a private room, free of distractions
 - No blurred backgrounds allowed
 - Stay the entire session with the camera on
 - Not be under the influence of alcohol or other drugs during the session
 - Additional protocol for your session will be explained by your counselor
 - Your counselor will call you by phone for your scheduled 1:1 (caller ID will show restricted)

Certain technology is required to participate in this program. You must have either a computer, tablet, laptop, or cell phone with working microphone, speakers and camera. You must be able to download the free ZOOM software for use on your chosen device as well. Further programming information available at intake.

To take advantage of this opportunity and keep your DUI treatment program on track, read and sign the RVS policy on the next page. Return the signed page to: HART, 2331 Rohnerville Road, Fortuna, CA, 95540.

If you have any questions, please contact HART by phone Monday through Thursday, 9:00 a.m. to 4:00 p.m. at **707-725-9381**, or email us at HART@fortunaacs.com

Refer to attached check list for important information.

- Get your space ready before group time. Clear all distractions, i.e. people, children/babies, and no additional electronic devices and be ready to be attentive for your entire session. Distractions may include, but are not limited to, driving, taking a walk, cooking, exercising, smoking, eating or laying down while attending virtual services.
- It is required that your camera is to be on, for the entire duration of the scheduled session. To ensure that participants are attending services alone, and in an appropriate setting, virtual and blurred backgrounds are prohibited. Any violation of said rules may result in removal from session.
- Enter ZOOM waiting room 10 to 15 minutes before scheduled start time.
- Make sure your first and last name appear, and click JOIN.
- Enter your Zoom meeting ID# (this will be given to you at your intake appointment) as well as being emailed to you with your schedule.
- Next, enter your passcode (also provided at intake on the schedule).
- Your counselor will open the ZOOM meeting room, and let you in, on-time, to begin your scheduled session.
- If you are not in the waiting room by start time, you will not be able to attend, and this will count as an unexcused absence.
- 9 and 18-month program clients will also have a one-on-one meeting, aka Face to Face = F2F, to attend every other week. This will occur on Zoom. If you fail to join the Zoom F2F meeting on time, you will be considered a “no-show”, and be marked as absent, resulting in an additional fee.
- Your group counselor is your primary counselor. Your Education/Class counselor is your secondary counselor. Most of your F2F Zoom meetings will be with your primary counselor (same meeting ID and passcode as group). If you have a make-up F2F, or you are attending your education meetings, PAY CLOSE ATTENTION TO YOUR UPDATED SCHEDULE to see if it might be with a substitute counselor.
- Each client is required to electronically sign the roster for before each group or class session. “Electronic Signature” is defined as a digital version of a conventional handwritten signature. Your email will be associated with your electronic signature to ensure authentication, and therefore cannot be forged. All clients will be screened, trained, and tested for electronic signature function ability during intake process.
- For technical assistance regarding Zoom, or the electronic signature on the CMS-Portal.com website, call the office for the 9:00 am to 4:00 pm, Monday thru Thursday at 707-725-9381 for 10:00 am and 2:00 pm meetings. For 6:00 pm meetings you may call between 5:30 pm and 6:30 pm, at 707-725-2340 for “live” tech support. For technical assistance on Sunday’s email: hartduihelp@gmail.com A “live” person will be monitoring emails thirty minutes before each meeting to quickly respond to any technical issues.
- Clients violating any program rules pertaining to virtual services will be removed from the meeting. Client will receive an unexcused absence, need to make-up the activity, and be charged a thirty-five dollars rescheduling fee.

Remote Virtual Services Policy

Humboldt Addiction Recovery Treatment program (HART) provides remote virtual services (RVS) via the ZOOM virtual meeting platform. Some meetings may be recorded by your counselor for supervisory purposes. Clients may not use any recording devices, or take pictures. Confidentiality will be enforced in accordance with 42CFR Part 2, including confidentiality of other participants in virtual services. HART will continue to maintain confidentiality as mandated through governmental regulations. Clients will also be held to the Confidentiality Agreement signed for intake.

To participate in RVS, complete the agreement below, and return it along with the remainder of the intake forms to HART, 2331 Rohnerville Road, Fortuna, CA, 95540. (Blue ink is preferred for all paperwork/signatures).

Remote Virtual Services Agreement

I, _____ (Print your name), agree to participate in RVS with the HART program. I understand that specific technology is required to participate in RVS and it is my responsibility to maintain access while receiving RVS. I certify that I have access to the required technology. Additionally, I have read and understand the ZOOM privacy policy. To receive credit for the session, I understand that I must:

- Sign in on cms-portal.com, and complete electronic signatures.
- Use my proper name on my screen while attending HART services.
- Attend the session in a private room, free of distractions (TV, kids, partners, etc.).
- Stay the entire session as required in Title 9, Div 4, Chapter 3.
- Not to be under the influence of any mind-or mood-altering substances during the session.

I understand that fees for DUI Program Services will apply during this time, and that HART will provide me with payment options and methods during my RVS time period.

I have read and agree to HART program and ZOOM Privacy Policy for RVS.

Print Name

Client Signature

Date

Counselor Signature

Date

I request a (circle one) 10:00 a.m., 2:00 p.m., or 6:00 p.m. meeting time.

HART website address is: **HARTDUI.com**

We can be reached by phone, **707-725-9381**, or email us at HART@fortunaacs.com