

Supplementary Consent for Telepsychology Services

Purpose and nature of this activity

- Telepsychology is defined as the provision of any psychological services through telephone, email, texting, videoconference, or other electronic media. Telepsychology services may be provided alongside in-person services and/or as a standalone medium.

Mutual responsibilities

- Just as with in-person psychotherapy, clinicians must act professionally, treat you with respect, maintain appropriate boundaries, keep your information confidential, and adhere to evidence-informed practices in their work.
- Psychologists and Social Workers are regulated professionals that must complete advanced training and supervision in order to practice and must only practice in areas for which they have demonstrated competence.
- For minors, parents/guardians are responsible for ensuring children/teens attend sessions.

Video Counselling – Benefits and Risks

- There are potential benefits and risks of video-conferencing (e.g. limits to client confidentiality) that differ from in-person sessions.
- Confidentiality still applies for telepsychology services and nobody will record the session without the permission from all other person(s).
- We agree to use the video-conferencing platform selected for our virtual sessions and the clinician will explain how to use it.
- You need to use a webcam or smartphone during the session. Your clinician will also use a webcam and computer to connect with you.
- It is important to be in a quiet, private space that is free of distraction (including cellphone or other devices) during the session.
- It is important to use a secure internet connection rather than public/free Wi-Fi.
- It is important to be on time. If you need to cancel or change your tele-appointment, you must notify the clinician in advance, by phone or email (24 hours).
- We need a back-up plan (e.g. phone number where you can be reached) to restart the session or to reschedule it, in the event of technical problems.
- We need a safety plan that includes at least one emergency contact in the event of a crisis situation.
- If you are not an adult, we need the permission of your parent or legal guardian (and their contact information) for you to participate in telepsychology sessions.
- You should confirm with your insurance company that the video sessions will be reimbursed; if they are not reimbursed, you are responsible for the full payment.
- Your clinician may determine that due to certain circumstances, telepsychology is no longer appropriate and that we should resume in-person sessions.

Other benefits

- Telepsychology can significantly improve access to mental health services. With the right supports and location, you can access psychological services in a manner similar to an in-person service.
- The use of telepsychology can create additional options for accessing psychological counselling while limiting potential contact with others.



Therapeutic limitations and alternatives

- Telepsychology can create potential for misunderstandings when visual cues are absent and/or are limited in communications. At these times all parties may need to spend additional time seeking clarity on questions to avoid misunderstandings.
- The use of telepsychology should be reviewed regularly to ensure this is the best medium for service delivery and remains in the best interests of you, the client.
- If used to provide services to remote locations it is important to identify local resources that may be able to respond in a more timely and responsive format.

Technology limitations

- Though every effort is made to adopt an effective, secure and use friendly platform, occasional technological problems can occur. At these times, the session may need to be rescheduled or an alternative technology used.
- For video counselling, the back-up technology is using the phone. Your clinician will call you at your phone number, and after ensuring identity and security in location, will restart the session.
- It's important to understand that all technology comes with security risks. Though data transmission is encrypted and securely stored, there is always potential for a security breach. If such a breach were to occur, in compliance with privacy legislation, you will be notified.
- Depending on the technology used, there may be additional requirements to verify client identity at onset of session.

Rates for sessions

- The current rate for in-person sessions would apply to telepsychology sessions. A credit card will be kept on file for all clients utilizing telepsychology services.

Withdrawing from services

- At any time in the therapeutic process you may refuse or withdraw from the provision of consent for telepsychology. You do not have to provide a reason for your withdrawal. Future services will not be withheld if you withdraw from psychological counselling. In the case of minors, this decision is made in consultation with parents/guardians.

Sincerely,

I agree to these terms and conditions and with opportunity to ask questions, have reviewed these with my clinician

Clinician Signature

Client Signature

Date

By providing the contact information below, you give permission to use these as needed:

Email address: _____ Phone number: _____

Emergency contact (name and number): _____