

## Telepsychology Information & Consent Form

Telepsychology services are a form of psychological service provided via secure internet technology, interactive audio, video, and/or data communication regarding your treatment. It has the same purpose or intention as psychological treatment sessions that are conducted face-to-face. Due to the nature of the technology used, Telepsychology services may be experienced somewhat differently than face-to-face treatment sessions. For example, there may be a potential for misunderstandings if visual cues are limited or absent in communications; thus, there may be a need to seek clarification when questions of misinterpretations arise. Telepsychology involves arranging an appointment time between the client and the therapist when both parties can interface from their technology devices (e.g. computer, tablet, smartphone) via the internet or telephone.

### Client Requirements

You, the client, must be a resident of Alberta or BC and be physically located in Alberta or BC during the Telepsychology sessions. Clients who are actively at high risk of harm to self or others are not suitable for Telepsychology services. If this is the case or becomes the case in the future, speak to your therapist and more appropriate services will be recommended.

### Technology Requirements

You will need a compatible computer, laptop, tablet, or smartphone with secure and reliable internet access and audio and visual webcam ability. You will also need access to a telephone in case of internet disconnection or technological interruptions. In some cases, telepsychology services may be provided by telephone exclusive if deemed appropriate based on your needs, preferences, and circumstances. There may be quality differences that are experienced when compared to face-to-face services. Sessions will be charged regardless of the quality. There is a risk that services might be disrupted or distorted by unforeseen technical problems. Please provide feedback to your therapist should you find the quality insufficient for your needs.

### Telepsychology Platform, Quality, and Security

We currently use <https://www.doxy.me> as our provider of this technology. After reviewing their services and our privacy and confidentiality standards, we have chosen this provider as a secure vehicle for providing Telepsychology services. Please feel free to ask us further questions if you have concerns.

### Risks, Benefits, and Rights in Counselling and Using Telepsychology Services

1. Psychological counselling focuses on improving one's sense of well-being and alleviating feelings of distress. This might include assessment, diagnosis, and treatment of psychological symptoms. Or this might include working toward making changes in life, solving problems, improving relationships, gaining greater self-understanding, insight, and awareness, improving coping and relaxation skills, or improving emotional, social, spiritual, work, school, or physical health. Together, we explore your feelings and concerns and work collaboratively toward achieving your goals.
2. You have the right to withdraw consent at any time. It will not affect your right to further treatment.
3. Participating in therapy can bring difficult feelings and experiences to the surface; this is a normal part of therapy, though this can be challenging. If you ever find yourself in an emergency (e.g. considering suicide, violence, or self harm) outside of your appointment time, seek immediate attention by visiting your nearest hospital emergency room, or calling a 24/7 distress line (e.g. Alberta: 780-482-HELP (4357)), BC: 310-6789, or 911).

4. You are responsible to submit payment for any Telepsychology services that you participate in. The fee per 50 minute therapy session is \$200, unless otherwise agreed upon by you and your therapist. You may pay for services by credit card or e-transfer sent to: [silvia@deepseapsychology.com](mailto:silvia@deepseapsychology.com).
5. When you make an appointment, your scheduled appointment time is reserved for you. If you need to cancel or change an appointment, please provide 24 hours' notice. Late cancellations or missed appointments may result in the full fee of the therapy session. You may contact your therapist by phone call, text, or e-mail to make and change appointments. Credit-card information may be kept on-file to secure appointments and may be charged in instances of late cancellations or missed appointments.
6. The therapist has the right, at any time, to determine if Telepsychology sessions are not appropriate for your case. Should this be determined, your therapist will provide referral information to other, more suitable, services.
7. The laws and professional standards that apply to regular psychological services apply to Telepsychology services. See [www.cap.ab.ca](http://www.cap.ab.ca) or [www.collegeofpsychologists.bc.ca](http://www.collegeofpsychologists.bc.ca) for further information.
8. There are exceptions to client confidentiality policies that exist for face-to-face therapy, and these also apply to Telepsychology services. Information that you share with your therapist is kept strictly confidential and will not be released without your knowledge and consent, except when required by law. Confidentiality is not guaranteed in life-threatening situations involving yourself or others, if there is suspected potential abuse or neglect of children, or if information is subpoenaed by a court of law. Please speak with your therapist directly for more information on such exceptions.
9. Despite best efforts to ensure high encryption and secure technology, there is always a risk that the transmission be breached and accessed by unauthorized persons.
10. There is a risk of being overheard by anyone near you if you do not place yourself in a private room. You, the client, are responsible for creating a comfortable and safe environment on your end of the transmission. It is the responsibility of the psychological treatment provider to do the same on their end.
11. Government issued photo identification or another form of identification is required in order to authenticate your identity prior to beginning telepsychology services.

Your signature below indicates that you have read this agreement, or have had it read to you, and agree to act according to it. Please let your therapist know if you have any questions or concerns.

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Name of Client

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Signature of Client

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Date

Therapist: Silvia Eleftheriou, RPsych (Alberta) #5044.

Supervisor: Dr. J. Crandall, RPsych (BC) #1342