



Welcome! This consent form is specific to the provision of your counselling through telebehavioural health due to continuing COVID-19 concerns and recommendations/directives from government and public health authorities, as well as my professional board. These pages contain information about my professional clinical practices and office policies. Please review carefully and let me know if you have any additional questions.

Virtual Video Platform

You will access your telepsychology session with me through a secure, HIPPA-compliant video platform, doxy.me.com. You will not need to download any programs from the internet. I will send you a separate email the day of your session with a link that you will click on to enter my virtual waiting room. I will also provide you with a patient information guide specific to doxy.me. At your appointment time, I will open your session for you.

My Responsibilities

I will provide telebehavioural health counselling only in the provincial jurisdiction where I am registered. I have completed specific coursework in the provision of telebehavioural health delivery to ensure best practices and support for your counselling. I will work with you throughout your counselling to ensure that telebehavioural health supports are appropriate and beneficial to your needs and concerns in counselling, and continue to be in your best interest. I will also work with you to ensure appropriate referral or local resources should we determine that other supports may be better suited to your needs.

Your Responsibilities

It is important that you ensure that you have a secure, safe and private space to access your telepsychology session . . . a place at your home or office where you will not be interrupted during your session. You will need a good internet connection and a webcam, ideally using a laptop or personal computer. Cellphones can increase potential for privacy concerns. Headphones will ensure the best audio experience, as well as your privacy. Google Chrome is the best browser to use; Safari can create connectivity issues. Allow time prior to your session to open the doxy.me link to your counselling session and to check your microphone, earphones and camera to ensure they are working. Please do not use a public wifi or an unsecured network as it compromises your confidentiality. Do not participate in counselling when you are driving.

Confidentiality

I will be conducting your videoconferencing sessions from a private office and a computer or laptop with a dedicated internet connection. All of your personal information and counselling files will be maintained inside a locked, secure location. There will be no other individuals present inside my office during our videoconferencing session. I will also ask you about your location and about anyone else present in the room – or in your home/office at the time of your session.

Emergency Contact Information

In the event of emergency, or unexpected interruption to our virtual session, please provide a contact:

Name _____ Relationship _____ Phone _____



Please also provide a telephone number where I can call you to continue your session if, for any reason, the session is interrupted due to technology issues _____.

If I am unable to reach your contact in an emergency, you agree that I may also call local ambulance, police or other appropriate mental health/safety services as necessary.

Session Fees/Receipts

Your fee for a 50-minute telebehavioural health session is \$200, payable by interac etransfer, or through the Paypal link on my website, either the day before or the morning of your session. I will provide an electronic receipt for your session by email.

Risks and Benefits

Although I will make every effort to ensure your confidentiality and privacy in your telebehavioural health counselling, there may still be a risk that unauthorized individuals may 'hack' into your session, particularly if cellphones or public wifi are utilized. There is also the possibility of others in your immediate environment intruding, overhearing or discovering you are participating in virtual counselling. I will monitor and regularly maintain my own systems, data security and cybersecurity to ensure your privacy and confidentiality are protected to the best of my ability. Other potential risks include time delays or poor connectivity due to internet speeds or equipment used, or interruption to your session due to equipment/internet provider/technological failure. In the event of technical disruption, I will telephone you to continue with your session at the number you have provided.

There are also multiple benefits to telebehavioural health supports including ease of access; the convenience and accessibility of participating in counselling from the privacy and comfort of your own home; saving travel time and maximizing available family/personal time; increased speed of service delivery; the ability to access counselling when you might be experiencing mild illness/medical symptoms; enhanced comfort over the requirement of wearing masks and 6-foot social distancing; and decreased exposure/increased safety given current COVID concerns. Research also indicates that telepsychology is comparable to in-person care and is equally effective in counselling.

Cancellation Policy

You will receive email confirmation at the time of booking, as well as email notifications the day before and the day of your appointment, through my online Calendly app reminding you about sessions reserved. If you need to cancel your telebehavioural health appointment, please notify me by telephone (NOT by email or through Calendly app rescheduling) at **403-630-7595** at least 24 hours in advance of your scheduled appointment. Please note that the Calendly app will allow your entries for late cancellation and rescheduling, but 24 hours' cancellation notice is still required. Your call allows me to offer the time you have reserved and that I have blocked in my schedule for you, to another client who may be waiting for an appointment. If you do not provide telephone notification 24 hours in advance of your reserved appointment time at **403-630-7595**, you agree that you will be responsible for the full session fee for the session time reserved. This includes no-show, forgotten, and late-cancelled appointments. Please also note that third-party payers, including FNIHB/IRS, typically do not pay for missed or late-cancelled appointments. If you are utilizing insured counselling services, you would be fully responsible for these fees. If I am unable to attend our appointment due to unexpected emergency



or illness, I will also make every effort to contact you 24 hours in advance at the phone number you have provided.

Third Party Insurance

If you are utilizing third-party insurance or coverage, please check with your provider to determine the coverage you have with respect to telebehavioural health counselling. Your receipt will indicate that your session has been provided via telepsychology.

Consent

Your consent for telebehavioural health counselling is valid for one year from the date below. You may rescind or withdraw your consent in writing, without prejudice, at any time. Your signature below indicates your understanding of/agreement with the above information and policies. You agree that you have had an opportunity to discuss any questions you may have regarding the preceding information, and that your questions have been satisfactorily addressed. You agree that you are entering into a professional counselling relationship with Lynne Goertzen with full knowledge and understanding of the above.

_____	_____	_____	_____	_____
Name (Printed)	Name (Signed)	(Date)		
_____	_____	_____	_____	_____
Address	Postal Code	Home #	Cell #	Work
