

**PROVISION OF A TELETHERAPY SERVICE:**

Teletherapy services include therapy sessions provided by video or phone call, with preference for video call as this is closest to in-person therapy sessions.

Once a Teletherapy session is scheduled your therapist will email you a secure link to be able to connect to your Teletherapy session with **Andrew Reay of Thinkshift Transformational Therapy** via the Teletherapy platform used. No software needs to be downloaded.

- Teletherapy services require clients to have a secure and reliable internet connection and a device (i.e. iPad, smartphone, laptop, desktop) with a **camera, microphone and speakers**.
- It is advisable for clients to choose an environment for each session where they are not likely to be distracted, interrupted or overheard and an environment that has minimal noise disturbance.
- Clients are also encouraged to choose an environment with **good lighting** and **consideration of the background** as it may be visible to Andrew Reay of Thinkshift Transformational Therapy.
- At the start of the first session Andrew Reay will undertake an identity check of the client, date of birth, mobile phone number and possible other details, to ensure that the client presenting on the Teletherapy session is in fact the client, to avoid any identity theft complications.
- Teletherapy sessions must be paid for in advance, by depositing funds into the specified Thinkshift Pty Ltd bank account, detailed on the invoice which will be emailed prior to the session.
- Because clients may be in varied locations for their Teletherapy sessions, Andrew Reay will require clients to provide their location at the commencement of each session.
- Please be aware that clients are responsible for any costs associated with setting up the technology needed so they can access Teletherapy services and their data or call usage. Andrew Reay will not be responsible for the cost associated with the platform used to conduct Teletherapy services.
- Clients should also ensure that they appropriately dressed, as if they were attending an external clinic setting in a face to face setting.
- Clients should be aware that problems may occur due to connection issues causing image delays or less than optimal image quality. Video calls generally limit the amount of non-verbal information exchanged between therapists and clients and as a result, there is greater potential for misinterpretation. Clients are asked to please have patience with the process and clarify information if they think Andrew Reay has not understood them well and to also be patient if he asks for periodic clarification.
- Please note that Andrew Reay will be taking notes and at times will need to look down during Teletherapy sessions to record these. In accordance with legislative requirements, electronic records and paper records are kept in secure storage.
- Andrew Reay will not make video or audio recordings of Teletherapy sessions and clients are asked to respect Andrew Reay of Thinkshift Transformational Therapy's privacy by agreeing not to make such recordings of Teletherapy sessions and not to use materials from the sessions for purposes other than therapy (e.g., posting any portion of said sessions on internet websites such as Facebook or YouTube is not permitted).



**PROCEDURES IN CASE OF TECHNICAL DIFFICULTIES OR DISRUPTIONS IN SERVICE:**

- If there is ever a disruption of services on the internet or technical difficulties Andrew Reay of Thinkshift Transformational Therapy will message or call the client to discuss how to proceed with the session.
- If reconnection is not possible within 10 minutes Andrew Reay will send an email to schedule a new session time.

**PRIVACY:**

The privacy of any form of communication via the internet is potentially vulnerable and limited by the security of the technology used.

- To support the security of your personal information Andrew Reay of Thinkshift Transformational Therapy uses up-to-date security software and a HIPAA, GDPR, PHIPA/PIPEDA, & HITECH compliant teletherapy service which is inclusive of end-to-end encryption to protect your privacy. To this end Andrew Reay of Thinkshift Transformational Therapy recommends the use of a platform known as ZOOM.
- Please note if you elect to use the platform known and referred to as SKYPE, it **does not utilize** the most secure up-to-date security, so if you chose to use that platform, Andrew Reay of Thinkshift Transformational Therapy takes no responsibility for a breach of confidentiality if the SKYPE connection is hacked or security is breached in any way.

**AGREEMENT:**

By agreeing to participate in a Teletherapy session, I agree to expressly release Andrew Reay of Thinkshift Transformational Therapy from any liability associated with unintended cyber security issues and / or difficulties with unsecured communications.

**Client Name:** \_\_\_\_\_ (please print clearly)

**Client Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_