



INFORMED CONSENT FOR TELEHEALTH COUNSELLING

Hope For Tinnitus is a division of SoulSpring Counselling Inc. It uses an online TeleHealth platform called Doxy.Me. This TeleHealth Counselling platform has security and encryption protocols that are **compliant** with HIPAA and Health Information Technology for Economic and Clinical Health Act (HITECH) requirements. Doxy.Me has high standards to provide a secure and encrypted TeleHealth platform and does not record any communications between yourself and your psychologist whether audio or video. The link for virtual counselling for tinnitus will always be: www.doxy.me/HopeForTinnitus

The same confidentiality limitations and laws that were reviewed when you signed consent for in-person treatment, apply in TeleHealth. Your therapy is protected by strict ethical guidelines and will not be shared without your written permission, except as required by law. Federal and Provincial regulations require disclosure of information related to:

- Suspected child abuse or neglect
- Threats or intention to physically harm oneself or another person
- Acts of physical or sexual abuse

In these instances, your psychologist is legally and ethically obligated to report these acts to the appropriate authority to keep you or someone else safe. There may be times when it is appropriate to your treatment, to allow information to be released to members of your medical team, other treatment providers, invoicing, insurance, or legal requests for reporting. In these cases, your psychologist will discuss with you the purpose and the designated individuals that information will be shared with and request that you sign an Authorized Release of Privileged Information form.

Although electronic means for counselling appointments are increasingly common, there are potential risks to using an online counselling platform:

- Internet services may malfunction or there may be technological challenges. Therefore, a telephone back-up may be needed. This may result in potential misunderstandings due to a lack of visual cues.

- Even with best practices using TeleHealth, any information transmitted via the internet may not be 100% secure. Confidentiality limitations and risks in teleconferencing include public discovery, possibility of hackers, household noise or interruptions, and other potential risks outside of our control.
- Your psychologist will determine the appropriateness of choosing an audio/video session or audio only. For the latter, the same Doxy.Me platform will be utilized.

Your psychologist will review this information and answer any questions you may have about what it means to participate in a virtual care session. You will **sign in each time with the same link**: <https://doxy.me/HopeForTinnitus> to enter the virtual waiting room. Please ensure that you will have minimal distractions. You can enter the waiting room a few minutes early to start your session on time. Both the microphone and video must be enabled. Occasionally a 'refresh' or closing the screen and restarting is necessary if there are internet connection issues. You will use the same link for future sessions so please save it.

Crises will be managed using emergency contact numbers, medical professionals and/or emergency services. Please provide the following:

- Emergency Contact: _____ Phone # _____
- Relationship _____

Family Physician: _____ Phone # _____

- Your Cell Phone and Email _____
- Address _____

I have read and understood this document and agree to participating in TeleHealth sessions with my psychologist, Deborah Lain.

Client Name (print) _____ Client Signature _____

Psychologist: Deborah R. Lain, MSc., Registered Psychologist _____

Date: _____

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