

information about telehealth

What is telehealth?

Telehealth is providing therapy via telephone or internet/video conferencing as an alternative to face-to-face therapy. Evidence shows that telehealth sessions are as effective as face-to-face therapy.

What happens if there are technical difficulties?

If a session cannot be established from the start due to technical difficulties, it will be rescheduled or we may move to a phone session.

If the session is underway and disconnects, attempts will be made to re-establish the connection within a reasonable timeframe so the session can continue. Attempts will be made to contact you via alternative methods so the session can continue.

How can you protect your privacy?

Use headphones if possible. Do not use public internet connection. It would be ideal if you can set yourself up somewhere where you will not be interrupted, that is comfortable, private and confidential.

How will we protect your privacy?

All health professionals are legally and ethically bound to keep your information confidential. All reasonable measures will be taken to protect our devices and data, including using a private internet connection.

All mental health clinicians will be working in a private space where your conversation cannot be overheard.

Before the session commences, the mental health clinician will verify your identity by asking your first name, last name, date of birth, and residential address.

Do I need to complete any forms?

Yes, you will receive an email after booking your appointment with a telehealth consent form. The telehealth consent form is for you to read and return at your earliest convenience.

You will receive a text message with a link to a hAPI survey 24 hours before your appointment. This survey will need to be completed before your appointment.

We will send another email to you 24 hours before your appointment with the client rights consent and information form for you to read over before your session. We will discuss and sign this consent form together in session.