
CHRIS GRAHAM PSYCHOLOGY

Technology Consent

WELCOME

Some things to consider when working with me online or over the phone

I am aware of ways therapy can be different online or on the phone:

I am aware of ways technology can impact therapy and what to do if we get disconnected:

Thank you for accessing treatment via technology. As we will be using the phone or online software to communicate sensitive and confidential information, it is important to be aware of how technology may impact counselling.

Psychological services offered through technology, such as counselling online or over the phone, may offer unique risks. The following discusses some known risks and reviews emergencies and complaints relating to psychological services offered through technology.

How is therapy different online or over the phone?

- In relying on technology to communicate, there exists an increased potential for misunderstanding when visual cues are absent or limited. This may result in an increased need to seek clarification – for all parties – when questions or misunderstandings surface.
- Due to the limitations of psychological services offered through technology, the appropriateness of using technology may require additional reflection. It may be the case that in-person psychological services are in your best interest. For example, I may determine that due to certain circumstances, telepsychology is no longer appropriate and that we should continue with sessions in-person, if possible.
- If face-to-face service delivery is deemed appropriate, referrals to local resources may be made. For example, I may email you with contact information for face-to-face practitioners in your area.

How do technical difficulties impact therapy?

- Technical difficulties are associated with technology use (e.g., lost connection, unclear or intermittent communication, changes in volume, time delay, equipment failure, reduced internet speeds, etc.). These interruptions may limit the quality of our therapeutic interaction. We will work together to address these issues as they arise, but we cannot guarantee uninterrupted service.

- While every effort is used to ensure privacy, all information transmitted on the internet may not be secure.
- When not seeing someone face-to-face, there is an increased need to protect patient information. Please be prepared to verify personal information.
- In the event of technical problems, like disconnection or a call dropping, we will restart the session or reschedule the session. I will reach out to you directly using available information to do so. Please wait for a call or email, and/or attempt to rejoin my zoom waiting room.

I am aware that privacy can be impacted when using technology:

Is my privacy impacted with therapy online or over the phone?

- Information transmitted via technology has the potential not to be secure and we cannot guarantee confidentiality. For example, participation may be discovered by others and there is a possibility of hackers accessing information.
- Please know that I take all reasonable precautions in protecting your confidentiality. For example, all of my psychological services are conducted in a quiet, secure environment where I am alone, through a secure platform on a private internet network.
- It is important to be in a quiet, private space that is free of distractions (including cell phone or other devices) during the session.
- Nobody will record the sessions without explicit, written permission from the other person(s).
- It is important for you to use a secure internet connection rather than public or free Wi-Fi.

I am aware that there Chris may have to contact others in an emergency:

What happens if there is an emergency?

- In the case of an emergency, it may be important for me to contact an emergency contact, local medical professional, or emergency services. It is therefore important for me to confirm certain personal information with you, including your current address and emergency contact information.

Consent

My initials throughout the previous sections, as well as my signature below, indicate that I am aware of the information in this technology consent document.

Name (please print)

Signature

Date