

INFORMED CONSENT FOR TELEPSYCHOLOGICAL SERVICES

This Informed Consent for Telepsychological Services contains important information regarding psychotherapy using the phone or internet and other platforms to support my practice. My standard practice is to provide in-person services. Occasionally I will schedule a telephone session (e.g., during minor illness of client or psychologist). In response to the Provincial Health Officer's directives regarding COVID-19, I will not provide in-person services until it is safe to do so. Options for clients are to receive services by telephone, video, or to wait until I can resume in-person sessions.

Please read this carefully, and let me know if you have any questions. Please don't sign this form if you have questions. Instead, contact me so that we can discuss this over the phone. Please only sign this form when you're comfortable doing so. When you sign this document, it will represent an agreement between us. This document supplements the Informed Consent Form you signed previously regarding my provision of services in general.

Administrative Issues:

1. Confidentiality, fees and cancellation policies remain the same as for in-person sessions. Similar to in-person sessions, unless by written consent, neither of us will record any portion of the session.
2. Fee for the session can be paid via e-transfer to the email address of office@drwilkie.ca. You will receive a receipt by email.
3. If you normally claim your sessions for reimbursement, you should confirm with your insurance company that telepsychological sessions will be reimbursed. If they're not reimbursed, you're still responsible for full payment.

Telepsychological Programs I Use in My Practice:

Email: I use an encrypted email program for clinical correspondence (drwilkie@hushmail.com). When you receive an encrypted email from me you'll receive a link to read your secure email. This link will take you to a page where you'll need to create a secure passcode.

I use email for administrative purposes only: to schedule sessions, to provide links to other services, to provide forms for you to complete and sign, to inform you of how to access online services (e.g., Zoom meetings). I don't provide therapy via email and encourage you to provide clinical information to me during our sessions only.

I use office@drwilkie.ca for e-transfer, and for increased security have arranged for direct deposit so that a password is not required.

Telephone: I use an iPhone and have chosen the setting for data protection to be enabled. I use a strong password to access my phone. I don't have any client names included in my contact list. Despite these precautions there is still the possibility of confidentiality/privacy breaches. When I call from my home office, I also have access to a land line. Please let me know if you would prefer I call you from my land line.



Video: I use Zoom Pro, a common platform used by psychologists in private practice. It is available to users with lower bandwidths, without needing to download significant software or set up an account.

Feedback Informed Treatment: If you are participating in this, you would have previously signed a consent form regarding these surveys. You can provide the same information remotely using the free smart phone app by the same company, MyOutcomes, which allows you to access the same program as you would in my office. Look for MyOutcomes and a blue/green logo. Once you download the app select “Client” to start. I will provide you with your unique user name and password.

Benefits and Risks to Using Telepsychological Services:

Benefits in using Telepsychology:

1. Increased access to services when client and psychologist can't be in the same location
2. Increased continuity of care, more convenient and less time
3. Enhanced client autonomy re choice of medium
4. More attractive option for those who use technology more frequently.
5. Research indicates outcomes of using telepsychology (telephone or video) is comparable to in-person sessions.

Risks in using Telepsychology:

- 1) Not having non-verbal cues when using telephone
 - a) may lead to important information being missed, particularly in intake sessions or early in therapy
 - b) may lead to misunderstandings (e.g., pauses may be misunderstood)

I will schedule intake sessions using video only (not by telephone). I will check in with you more frequently in the session to ensure we understand each other.

- 2) Meeting online instead of the regular office may feel informal
 - a) May lead to tendency to over-disclose
 - b) May feel more emotionally intimate (e.g., telephone)
 - c) May feel less emotionally intimate (e.g., video, in looking at the other but onscreen instead of in-person)

You can decide which medium works best for you, and can change your mind. I will also assess the suitability of telepsychological services in meeting your clinical needs and discuss with you any need for changes.

- 3) Technological issues
 - a) Equipment failure
 - b) Limitations of equipment used
 - c) Potential confidentiality breaches
 - d) Potential privacy breaches
 - e) Crisis management



I will be accessing Zoom meetings from computers in my home or work offices, both of which have a password-protected secure internet connection and current antivirus/antimalware. It is your responsibility to ensure your device is also secure in these ways. Your device needs to have audio and webcam capabilities.

Zoom's documentation confirms that it complies with Canadian Data Protection regulations. As a private practitioner in BC, I am required to be in compliance with PIPA and PIPEDA, legislation that is similar to that identified in Zoom's documentation.

<https://blog.zoom.us/wordprss/2018/11/12/zoom-serves-canadian-healthcare-pipeda-hipa-compliance/>

As per Zoom's Privacy Policy (March 29, 2020; <https://zoom.us/privacy>)

- Zoom doesn't sell personal data
- Zoom doesn't monitor meetings
- Zoom doesn't use data obtained from use of their services for any advertising

In addition to the above, I have made the following settings to my Zoom account:

- Each session is scheduled as a stand-alone meeting with its own ID and password.
- Invitations to meetings will be sent from my email to the client's email and not from the Zoom website or any other platform (e.g., Google, Facebook)
- Clients can access meetings directly from their browser without needing to access the Zoom website. I typically disallow access to a meeting through the Zoom website but some computers and platforms may not be compatible with this. If so, I can change the settings to allow access to a meeting from the Zoom website.
 - If you do access the Zoom website, check your Cookie Preferences at the bottom of the Home page. You have the option of setting this to a conservative level to not have your data used for advertising when you visit Zoom.us or Zoom.com
- Use of end-to-end encryption for the meeting/session
- Use of waiting room where clients can wait prior to my allowing entry to the session
- I will lock the meeting after we start and delete the meeting once we have finished
- I have turned off the ability to share information

Despite these safety measures, it is possible, although unlikely, for systems to be breached and confidentiality and privacy to be compromised. If/when I am aware of such a breach, I will notify you.

It is important to be in a quiet, private space that is free from distractions during the session. I will ensure the same in my office space.

At each telephone session we'll discuss

- a. A back-up plan if we're disconnected (i.e., an alternate phone number where you can be reached)
- b. Your physical location. I am only licensed to provide services to you while you are in BC. I'll also need your exact location in case of emergency and or crisis resources.



If you have concerns

If you have concerns about the technology I am using please let me know. I can answer your questions and we can discuss options available to meet your needs. I am accountable to the College of Psychologists of BC (www.collegeofpsychologists.bc.ca; 604-736-6164) for the practice of psychology and to the Office of the Information and Privacy Commissioner for BC (www.oipc.bc.ca; 250-387-5629; info@oipc.bc.ca) regarding the handling of personal information.

Consent

As Dr. Wilkie's client I have had the opportunity to read this consent form carefully and had any questions answered. I understand and agree to the items above and agree to engage in telepsychological services with Dr. Wilkie.



Instructions in how to use Zoom

- 1) Before your session I will send you an email with an invitation to participate in Zoom. This email will have a link to click and a meeting ID or password. You will need to save this email, as you will be required to indicate your meeting ID or password when you enter. Your invitation will typically look like this:

Colleen Wilkie is inviting you to a scheduled Zoom meeting.

Topic: Appointment

Time: Mar 25, 2020 10:00 AM Vancouver

Join Zoom Meeting

<https://us04web.zoom.us/j/825528449>

Meeting ID: 825 528 449

Password: 123456

- 2) Shortly before your appointment time, please click on the link that was provided to join the meeting.
- 3) You will see a large white square telling you that the Zoom meeting is “Launching”. A smaller box will be at the top of the screen telling you that Zoom “is trying to open . . .”. Click on the box that says “open”.
- 4) You’ll be taken to another screen to enter your name and password. Enter just your first name – this will be used to identify you in my waiting room. The password is the same you would have received in my email to you.
- 5) The next screen will inform you that you are in my waiting room and I will start the meeting at our appointment time.

