

Remote Therapy Guidance

Your therapist may offer Remote Therapy as an alternative to in-person sessions. Below is some guidance on what to expect when working remotely. Please read each section carefully before starting remote therapy with your therapist and direct any questions to them before or during the first session.

NOTE: This is only guidance for remote therapy and not an agreement. All therapists work differently, so be sure to confirm any details when working remotely with your therapist.

SECTIONS

1. Therapy Agreement
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1. THERAPY AGREEMENT

Sessions and cancellations - Therapy requires a commitment over time from you and your therapist. You will be offered the same time and day for on-going sessions each week. These sessions are usually of 50 minutes duration. Your therapist may conduct an Initial Assessment with you prior to beginning therapy: you may be charged for this.

If you are unable to make your appointment, please contact your therapist to cancel. If you know in advance that you will be unable to make a session, then it may be possible to find you an alternative time for the same week. Sessions that you do not attend, other than those cancelled by your therapist, are charged for at the agreed sessional rate.

Breaks - Breaks are set at regular intervals, usually: Christmas, Easter, and during the summer. Please check this with your therapist.

Payments and Invoicing - Payment for the first session is usually taken in advance by bank transfer. Subsequent sessions will be invoiced via email on a monthly basis. Contact your preferred therapist for confirmation of these details.

Confidentiality - Your therapist respects your right to confidentiality and abides by national standards set by The United Kingdom Council for Psychotherapy (UKCP), the British Psychoanalytic Council (BPC), and the British Association for Counselling and Psychotherapy (BACP).

2. GUIDANCE FOR ONLINE THERAPY

Your therapist will discuss with you which mode of communication they will use to conduct remote therapy sessions with you. Depending on your therapists' preferences, you may need to utilise one of the following video conferencing apps:

[Zoom](#), FaceTime, or [Skype](#). Zoom can be used within your web browser or downloaded as an app: this is up to you.

When engaging in online therapy, please ensure that:

- you have a dedicated therapy space in which you can talk freely and will not be interrupted
- your internet connection is good—an ethernet cable may help with this
- you have your phone with you as a back up
- your devices are well charged or plugged in
- the camera on your device is clean
- lighting in your room is consistent

TIPS:

- PC, Laptop, and Tablet devices work best when positioned on a solid surface
- handheld devices are not recommended
- headphones and microphone can improve the audio experience

If working with Zoom, you will receive an email with a link to your meeting. Simply click the link in the email to be taken to the meeting and enter any given passcode if prompted to do so. The session will begin at the allocated time.

3. GUIDANCE FOR TELEPHONE THERAPY

You and your therapist may decide that telephone sessions will work best for you. In this instance, the use of the Signal encrypted messaging app is preferred. In the case where you do not own a smartphone or the Signal app cannot be installed, sessions may be conducted over landline or traditional mobile.

Before engaging in telephone therapy, please ensure that:

- you have a dedicated therapy space in which you can talk freely and will not be interrupted
- you have the Signal app downloaded on your smartphone
- your connection is good
- you have a landline or another phone as a back up
- your devices are well charged or plugged in
- your phone has sufficient minutes/credit for a 50-minute call

TIPS:

- headphones and microphone can improve the audio experience
- connecting to WiFi can improve the connection on the Signal app

You will need to then call your therapist on the agreed number at the time of your appointment. Your therapist will provide you with the applicable phone number.

4. PROVIDING CONTACT INFORMATION

Before your first session, you may be asked to provide the following contact information for your therapist's records. To keep your information secure, your therapist may ask you to use the Signal encrypted messaging app to provide this information.

FULL NAME

AGE

ADDRESS

EMAIL

MOBILE

DOCTOR'S SURGERY

5. DATA PROTECTION AND PRIVACY

The information you give will only be used in order to provide the service of Psychotherapy and will be treated confidentially (in accordance with the UKCP Ethical Code), stored securely, and deleted when no longer needed. For the purposes of Data Protection and GDPR, your therapist is a Data Controller.

By providing this information, you will be consenting to your data being used, stored, and processed in accordance with Data Protection Legislation 2018 and GDPR. A full policy document will be made available on request by your therapist.