



GUIDANCE TO CLIENTS FOR TELETHERAPY AND E-THERAPY (SECURE VIDEO ONLINE).

Telephone work (teletherapy):

- **You** will be expected to make the call to your therapist at the time agreed by you both. This is particularly important; psychotherapeutically. It should be as if you have ‘travelled to see your therapist’ and ‘entered the room’ rather than them entering your home, which typically, they would not.
- You should **safeguard** any potential for the conversation to be recorded, accidentally. Terms of confidentiality and maintaining data and information security are the same as if we the meeting were face-to-face. See paragraph 21 of the Therapeutic Agreement between us, specifically.
- **You might wish to have items with you** that you are familiar with when meeting with your therapist; for example, a cold or warm drink; a blanket or cushion, or an affect given to you by them - this might assist with ‘connecting’ with your therapist whilst not seeing them in person.
- You should make the call from a place that is **private and safe**; where you cannot be easily overheard - a room or place that might be deemed socially appropriate and unless your circumstances are exceptional we would guide you not to make the call from your bedroom or your bed.
- You should **dress** as you would if you were meeting with your therapist face-to-face.

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banish the crows

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independent
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- You should use **headphones**, if possible or as a minimum not have your therapist on loudspeaker. You will hear your therapist more **clearly and intimately** and anyone who might inadvertently enter the room will **not overhear** anything that your therapist is saying.

Online, secure video (e-therapy):

- All of the guidance for telephone work applies to online work with the exception of how the 'call' is made. Your appointment notification (and reminder) will 'invite' you to join the meeting. You will not require an account or to sign-in. You will enter an online 'waiting room' and see your therapist 'arrive'.
- Position yourself and your laptop or mobile device away from personal affects; for example family photographs, which might be seen inadvertently.
- Please avoid calling from intimate parts of your home, such as the bedroom or bathroom.

Our responsibilities:

Your therapist will commit to the same terms as outlined above.

Sincerely,

JEREMY BOUGHEY
COUNSELLING PSYCHOTHERAPIST / CLINICAL SUPERVISOR

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