

Dr. Lynette Wiest
INFORMED CONSENT FOR LIFE COACHING ONLINE
(Rev. April, 2025)

This Informed Consent for Life-Coaching Online contains important information focusing on doing Life Coaching using the phone or the internet. Please read this carefully, and let me know if you have any questions. **When you sign this document, it will represent an agreement between us.**

Benefits and Risks of Life Coaching Online:

Life Coaching Online refers to providing Life Coach services remotely using telecommunications technologies, such as video conferencing or telephone. One of the benefits of Life Coaching Online is that the client and life coach can engage in services without being in the same physical location. This can be helpful in ensuring continuity of care if the client or life coach moves to a different location, takes an extended vacation, or is otherwise unable to continue to meet in person. It is also more convenient and takes less time. Life Coaching Online, however, requires technical competence on both our parts to be helpful. Although there are benefits of Life Coaching Online, there are some differences between in-person Life Coaching and Life Coaching Online, as well as some risks.

For example:

Risks to confidentiality. Because Life Coaching Online sessions take place outside of a private office, there is potential for other people to overhear sessions if you are not in a private place during the session. On my end I will take reasonable steps to ensure your privacy. But it is important for you to make sure you find a private place for our session where you will not be interrupted. It is also important for you to protect the privacy of our session on your cell phone or other device. You should participate in sessions only while in a room or area where other people are not present and cannot overhear the conversation.

Issues related to technology. There are many ways that technology issues might impact Life Coaching Online. Examples are: technology may stop working during a session; other people might be able to get access to our private conversation; or stored data could be accessed by unauthorized people or companies. I use encrypted applications for video sessions, phone sessions, and for general phone calls and appointment text. While I do not typically email with clients, if there is a time it mandatory (e.g., intake forms), I use encrypted email. In this way, I protect your privacy as best as possible using encryption. I strongly suggest you use encryption on your end also. In this way, we are both using encryption (end to end encryption).

Crisis management and intervention. I will not engage in Life Coaching Online with clients who are in a crisis situation requiring high levels of support and intervention.

Efficacy. Most research shows that Life Coaching Online is about as effective as in-person Life Coaching. However, some Life Coaches believe that something is lost by not being in the same room. For example, there is debate about a Life Coaches ability to fully understand non-verbal information when working remotely.

Electronic Communications

We will decide together which kind of Life Coaching Online service to use. You will have to have certain computer or cell phone systems to use Life Coaching Online services. You are solely responsible for any cost to you to obtain any necessary equipment, accessories, or software to take part in Life Coaching Online.

For communication between sessions, I only use text messaging with your permission and only for administrative purposes, unless we have made another agreement. Email is only used for sending intake forms. Exchanges of text messages to my Signal App number should be limited to administrative matters. This includes things like setting and changing appointments, billing matters, and other related issues. You should be aware that I cannot guarantee the confidentiality of any information communicated by email or text. Therefore, **I will not discuss any clinical information by email or text** and prefer that you do not either. Also, **I do not regularly check my email**. Also, I do not respond immediately to text, so these methods **should not** be used if there is an emergency.

Please refer to the Signal App information handout for instructions on how to set up and use this encrypted app, and for the **specific phone number** I use to connect in this app. This is an encrypted app and is the most secure/private way to call or text with me.

Life Coaching with me is most effective when discussions occur at the time of your scheduled sessions.

Confidentiality

I have an ethical responsibility to make my best efforts to protect all communications that are a part of our Life Coaching. However, the nature of electronic communications technologies is such that I cannot guarantee that our communications will be kept confidential or that other people may not gain access to our communications. I will try to use updated encryption methods, firewalls, and back-up systems to help keep your information private, but there is a risk that our electronic communications may be compromised, unsecured, or accessed by others. You should also take reasonable steps to ensure the security of our communications (for example, only using secure networks for Life Coaching Online sessions and having passwords to protect the device you use for Life Coaching Online). Using updated encryption services such as SIGNAL (for phone and computer sessions helps protect your privacy.

The extent of confidentiality and the exceptions to confidentiality that I outlined in my Informed Consent “Notice of Privacy Practices” still apply in Life Coaching Online. Please let me know if you have any questions about exceptions to confidentiality.

Appropriateness of Life Coaching Online

I will let you know if I decide Life Coaching Online is no longer appropriate for you. We will discuss options or referrals to another professional (in your location if in-person sessions are needed) who can provide appropriate services.

Emergencies and Technology

Assessing and evaluating threats and other emergencies can be more difficult when conducting Life Coaching Online than in traditional in-person Life Coaching. To address some of these difficulties, we will create an emergency plan before engaging in Life Coaching Online services. I will ask you to identify an emergency contact person who is near your location and who I will contact in the event of a crisis or emergency to assist in addressing the situation. I will ask that you sign a separate authorization form allowing me to contact your emergency contact person as needed during such a crisis or emergency. (see form below)

If an emergency session is interrupted for any reason, such as the technological connection fails, and you are having an emergency, do not call me back; instead, call 911, or go to your nearest emergency room. Call me back after you have called or obtained emergency services.

If the session is interrupted and you are not having an emergency, disconnect from the session and I will wait two (2) minutes and then re-contact you via the Life Coaching Online platform on which we agreed to conduct Life Coaching (Signal). If you do not receive a call back within two (2) minutes, then call me on the phone number I provided you.

If there is a technological failure on my end, or in our mutual connection, and we are unable to resume the connection, you will be charged the prorated amount of actual session time. If the technological failure is on your end (e.g., device battery dies, loss of WiFi or data connection), you will be charged for the full time scheduled for the session.

Recording

The Life Coaching Online sessions shall not be recorded in any way, unless agreed to in writing by mutual consent.

Informed Consent

This agreement is intended as a supplement to the general information we agreed to, and does not amend any of the terms of that agreement.

Your signature below indicates agreement with its terms and conditions herein.

Client

Date

Life Coach

Date

Emergency Plan for engaging in Life Coaching Online services

Please identify an emergency contact **person who is near your location** and who I will contact in the event of a crisis or emergency to assist in addressing the situation.

Emergency contact person

Relationship to you

Emergency contact person's phone number(s)

Emergency person's address

By signing this form, I am authorizing Dr. Lynette Wiest to contact this person in the event she believes I am in danger of harming myself or someone else, or if she believes I am in immediate physical danger from someone or something and unable to protect myself.

I authorize Dr. Wiest to share information specific to the purpose of my safety.

Client Signature

Date

Printed Client Name