



ONLINE COUNSELLING TERMS AND CONDITIONS

Please complete the new client registration forms and counselling agreement prior to your first appointment.

CONDITIONS OF ONLINE COUNSELLING

Online counselling may not be suitable for all clients. I will assess your suitability during the intake process, either after reviewing your completed paperwork or in the 15-minute intake phone conversation. If necessary, we can arrange in-person sessions at one of my two clinic locations or provide a referral to an appropriate service.

It is your responsibility to ensure that your chosen space for the session is private and secure. I cannot guarantee confidentiality on your end. Psychology Today is the preferred platform for online sessions, offering end-to-end encryption, and sessions are not recorded.

PAYMENT OF FEES

Payment for your initial online session is required in full prior to the appointment. Please ensure you enter your credit card details when completing your online registration forms for payment processing.

For subsequent appointments, a reminder will be sent through 3 days prior to your appointment. Payments can be made via credit or debit card or using stored card details. If you prefer direct deposit, use the invoice reference number or your full name for reference identification. For information on fee structure, please refer to the counselling agreement.

DUTY OF CARE AND LEGAL OBLIGATIONS

The counselling agreement includes important details about your privacy and confidentiality; please review this information before your session feel free to discuss any questions or concerns prior to or during your initial appointment.

Preparing for Online Counselling via Psychology Today Telehealth:

1. You will receive an email reminder three (3) days prior to the session.
2. The meeting link is <https://sessions.psychologytoday.com/suzanne-grabowski>
3. Log in 10 minutes before your session to allow for any technical adjustments.
4. Test your camera, microphone, and speakers or headphones beforehand.
5. Click the link in the email or above to join the video meeting.
6. Ensure a stable internet connection; please limit the number of devices using the internet during your session for better performance and turn your mobile phone off if using another device for the session.
7. If the connection drops, do not disconnect, simply click the link again to rejoin.
8. If needed, we can conduct the session by phone (audio only).