



## **Online Counseling Information Form**

**How to set up online counseling to make it the best experience possible ...**

### **CHECKLIST**

- Computer (camera and microphone)
- High Speed Internet Service
- Vsee account (vsee.com)
- Connections test
- Completed and approved Online Release Form (found at the end of this "Online Sessions Information" document)

### **PROCEDURES**

- Establish your Vsee account (be sure to record your account name and password).
- Contact your SpringLife counselor about online counseling and set an online appointment. Available appointment times can be found on the SpringLife website.
- Schedule a connection test with your counselor.
- Sign and return the online counseling release form included at the end of this "Online Session Information" document.
- You will receive a confirmation email from your counselor reminding you of the date and time of your online session.
- On the morning of your appointment, you will receive a final email reminder of your online session. Please, confirm the appointment through email reply.

### **PAYMENT**

For the first session, the first couple of minutes of your video call will be spent obtaining the information for the credit card which you would like your sessions to be billed to. Time spent obtaining credit card information will not "count" as part of your counseling session. Your credit card will be billed after the session and an email receipt will be sent to you. For subsequent sessions, your credit card will be billed on the morning of your session, and an email receipt will be sent to you.

### **INITIATING A VIDEO SESSION**

Please sign into Vsee a few minutes prior to your scheduled session to ensure everything is in working order. Your counselor will call you at the scheduled and confirmed time of your appointment. When you answer, the viability of the connection will be determined (on both ends), a session timer (50 minutes) will be initiated, and the session will commence. Should the session be accidentally terminated during the session, time will be suspended until the connection can be reestablished, at which time timing will resume. If a connection cannot be immediately reestablished, you will receive a phone call from your counselor (no charge) to explore the nature of the problem and reschedule the remainder of the current session.

## SESSION ETIQUETTE

- Dress modestly and appropriately for your session. For their protection, counselors may terminate or refuse to hold the session if proper modesty and decorum is violated or not maintained.
- Frame your video. Because this is a face-to-face session, the counselor needs to be able to observe your facial and body expressions. Activate your camera view and reposition your camera as necessary. If the view needs to be further altered, your counselor may ask you to sit closer or further away from the camera.
- Be honest with your counselor about your experience. If there are issues with sound, or other ways in which your counselor can make your experience more beneficial or comfortable (repositioning camera, changing lighting, etc.), don't hesitate to say so. Also, be open to your counselor giving this type of feedback.
- Prepare for your needs. Have some water and a box of tissues available if needed. If you have to leave your computer the session timer will continue to run. Remember, this is a real time session, and the same propriety and professionalism experienced in an office session will be observed in the online video session.
- Be aware of your environment. You are responsible for the confidentiality of this session on your end. Please, protect your privacy. If others can overhear your conversation, you may wish to use a set of ear buds or headphones. If necessary, you may wish to lock the door to your room to prevent unwanted intrusion. To lessen the ability of being overheard, you may also wish to play music softly in the background. For the protection of self and therapist, please, do not initiate your video counseling session in public places (airports, coffee shops, food courts, etc.). Also, do not initiate sessions while driving or performing other activities where your full attention is needed. Your full attention needs to be devoted the video session!
- No recording of sessions is allowed. Sessions may not be recorded in any format (audio or video) without prior written approval of your counselor. Doing so will forfeit viability for future sessions and may cause a current session to be terminated without refund.

PLEASE READ THE FOLLOWING ONLINE COUNSELING RELEASE AGREEMENT, SIGN, AND RETURN. NO ONLINE COUNSELING WILL BE CONTRACTED WITH CLIENTS UNDER 18 YEARS OF AGE. CLIENT SIGNATURE ENDORSEMENT OF THIS RELEASE SIGNIFIES CLIENT HAS READ AND AGREED TO THE TERMS AND CONDITIONS STATED IN THE "ONLINE COUNSELING INFORMATION DOCUMENT."

I understand I am entering into a confidential therapeutic counseling relationship. I understand I have the right to terminate this relationship upon due notice to my therapist. I further understand that I hold mutual responsibility for the confidentiality of these sessions and will protect that confidentiality on my end by protecting the session environment to the best of my ability. I will also not record (audio or video) any sessions without the prior written approval of my counselor, nor will I discuss the content of my sessions with anyone, except those previously agreed to with my counselor.

I have received, understand, and agree to the terms of Dr. Putnam's "Declaration of Practices and Procedures" form. I understand that Dr. Putnam must have a signed copy of the "Declaration of Practices and Procedures" form as well as the "Online Counseling Agreement" before web-based video sessions will begin.

I also understand that ALL fees are due at the time services are rendered unless previous arrangements have been made. I understand that FAILURE TO CANCEL A SCHEDULED APPOINTMENT 72 HOURS IN ADVANCE MAY RESULT IN MY BEING CHARGED THE FULL FEE FOR THAT SESSION.

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Client Signature

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Date

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Client Signature

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Date