

Lori Kandels, MFT
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OFFICE PROCEDURES & INFORMED CONSENT FOR ONLINE THERAPY

Description of Sessions

I offer two different online therapy formats. Therapy is conducted using interactive video or email. If I assess that face-to-face services are more appropriate, I will offer an appointment or provide referrals.

- **Interactive video therapy** is for individuals and couples is typically a 50-minute session similar to what you would receive in my office.
- **Email therapy** happens at your own pace and is an affordable alternative to traditional therapy. You will send me a brief email of two to three paragraphs describing your situation and your questions and I will provide approximately two paragraphs (a third of a session) of comments and questions in response. You will receive my responses within one business day (MTWF). In order to assess whether email therapy is right for you, we will have one 25-minute video session initially.

Cancellation Policy

I have a 48-hour cancellation policy. If you need to cancel or reschedule, please do so more than 48 hours before your appointment time. Sessions cancelled less than 48 hours before the scheduled time will be charged the fee for the session.

Fees and Payment

\$175 per 50-minute online therapy session

\$90 per 25-minute session

\$60 per email session

Payment will be made via PayPal prior to appointment. Refunds are not offered if you do not show up for your session after payment.

When should I seek traditional face-to-face therapy instead of online therapy?

- If you are having thought of harming yourself or someone else. Please call 911 or 1-800-SUICIDE for the National Suicide Prevention Hotline.
- If you are having psychotic symptoms.

- If you are in a violent relationship.
- If you have serious substance abuse issues.
- If you are a minor (under 18 years old).

Procedures should we encounter technical difficulties

It is understood that when communicating via the internet or other electronic means, disruptions in service or other technical difficulties will likely occur from time to time. Should we be disconnected during an online video session, please wait five minutes and then call my cell phone at 415.633.6763. If we are unable to reconnect via internet or phone, we will reschedule.

Communication

My business phone number is (415) 633-6763. For non-urgent matters I will get back to you as soon as possible, usually within 24 hours during the week and less frequently on the weekends. There is no charge for brief telephone calls lasting between 5-10 minutes. Calls of 15 minutes in length or larger will be charged proportionally at my hourly rate.

Email therapy will be conducted via encrypted email. You must be comfortable with, and able to use this format.

I encourage you to only communicate through a computer that you know is safe in order to ensure your confidentiality. Be sure to fully exit all online counseling sessions and emails.

All existing confidentiality protections under federal and California law apply to information used or disclosed during your online consultation.

In the event of a medical or psychiatric emergency or an emergency involving a threat to your safety or the safety of others, please call 911 to request emergency assistance.

Electronic Communication

I check and respond to email during regular business hours. I may not check or respond to email on weekends. If you need me to respond more quickly, please call and leave a voicemail message.

Email has significant limitations and confidentiality cannot be guaranteed. It is important to be aware that computers, unencrypted email and texts can be relatively easily accessed by unauthorized people and hence can compromise the privacy and confidentiality of such communication. Emails, texts, and e-faxes, in particular, are vulnerable to such unauthorized access due to the fact that servers or communication companies may have unlimited and direct access to all emails, texts and e-faxes that go through them. If you communicate confidential or private information via unencrypted email or texts, I will

assume that you have made an informed decision and will view it as your agreement to take the risk that such communication may be intercepted.

Your Agreement to the Above Terms and Conditions

I have read carefully and understand these policies and procedures and am giving my informed consent to participate in online therapy with Lori Kandels, MFT. I agree that I reside in the state of California.

Signature and Date

If using an electronic signature, I agree that when I use an electronic signature on documents, including legally binding ones, it is the same as a pen-and-paper signature.

Where do you find about me?

- Personal referral
- Psychology Today
- Yelp search
- Yelp ad
- Facebook
- LinkedIn
- Onlinecounseling.com
- Other _____