

Lori Kandels, MFT, MBA
#MFT 28510
5028 Geary Blvd.
San Francisco, CA 94118

OFFICE PROCEDURES & INFORMED CONSENT FOR ONLINE THERAPY

Description of therapy sessions

Individual and couples therapy sessions are scheduled for 50 minutes unless otherwise indicated.

It is my intention to provide services that will assist you in reaching your goals. Based upon the information that you provide and the specifics of your situation, I will provide recommendations to you. Therapists and clients are partners in the therapeutic process. You have the right to agree or disagree with my recommendations. We will regularly discuss your progress and will invite your participation in the discussion. Together, we will evaluate whether the therapy provided is beneficial to you. Your feedback and input is an important part of this process. It is my goal to assist you in effectively addressing your problems and concerns. However, due to the varying nature and severity of problems and the individuality of each client, I am unable to predict the length of your therapy or to guarantee a specific outcome or result.

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

\$210 (individual) and \$250 (couples or family) per 50-minute online therapy session

Payment will be made 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 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 _____