

EVOLVE ONLINE THERAPY



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DETAILED INFORMATION ABOUT ONLINE THERAPY & COUNSELLING

POTENTIAL BENEFITS:

Some of the potential benefits of receiving counselling or therapy online include having sessions in the comfort of your own home – or other space of your choosing - and saving time and money by not travelling to and from the therapist's room. For some people, meeting their therapist online is a better fit for their individual circumstances.

POTENTIAL RISKS:

Some of the risks associated with online counselling could include being seen or overheard by others if you are in a public place for your session, or if there are others in your home or chosen environment. In that instance you should consider the visibility of your screen to people around you and take any steps you can to avoid others being able to see or hear your session.

If using a public access computer, such as in a library or internet café, you should take care to close any windows on the device which relate to our sessions.

PLATFORM SECURITY:

I have selected a secure, encrypted platform (doxy.me) to allow for the highest possible security and confidentiality for our online sessions. You do not need to download any software to use this platform, and you will not need to remember a password. All you have to do is click on the link I will send you and give permission for the platform to access your camera & microphone. Your personal information is fully encrypted and stored on a secure server.

Doxy.me is recommended by the Online Therapy Institute due to its tailored design for healthcare providers.

I will always ensure I am in a quiet and private space for our sessions and I ask that you do the same.

DEVICE CONFIDENTIALITY:

Ensure the device you are using for our sessions is password-protected and that firewalls are up to date. Use a strong password on your device, and keep it secret. If you are considering using a shared device, think about who else has access to it, and whether they might be able to track your usage. For example, some companies, and individuals, install key-tracking software on their computers which enables them to monitor how the device is being used.

For added privacy, it is a good idea to close any windows on your device relating to our sessions, once our session ends.

If you have any concerns about the privacy and security of our online sessions, please don't hesitate to talk to me about them

CONFIDENTIALITY OF THE CLIENT:

What we speak about is confidential. I will not discuss it with anybody apart from my supervisor. My supervisor and I are both bound by the UKCP (UK Council for Psychotherapy) Code of Ethics regarding your confidentiality. If you wish to view the UKCP Code of Ethics, it should be available here: [UKCP Code of Ethics](#) If you are experiencing problems with this link, please go to the UKCP website - www.psychotherapy.org.uk - and search the term 'Code of Ethics'.

Please note, however, that if I believe there is a risk of harm to you or others, I may have a legal and ethical responsibility to share that information with third parties. An example of this could be if a child's welfare is endangered; or if I were to be issued with a subpoena by a court. If such an occasion ever arises, I would always endeavour to discuss it with you first, before taking any action.

I am required, ethically, to have arrangements in place for letting you know if I ever become unexpectedly or seriously incapacitated. For this reason, your first name, and phone number, will be lodged with a trusted colleague (also bound by a Code of Ethics) who will be asked to make contact with you in that event.

MY CONFIDENTIALITY:

I ask that you do NOT record or broadcast our sessions in any way, and I undertake NOT to record or broadcast them myself. If, for any reason, you would like to record our session, please talk to me about this so that we can explore, together, your reasons for this.

RECORDS:

I keep records of online therapy services. These can include my reference notes as well as your personal details. Please note that your contact details are stored separately from sessional notes, and that sessional notes are anonymised. These records are stored on a password-protected and encrypted usb stick, which is, in turn, stored behind two locked doors.

I keep these records for 7 years after our final session in accordance with UKCP guidance concerning the GDPR.

For more information about your rights under the GDPR, please see the 'GDPR & Privacy' section of my website. You have a right to access my records concerning you under the GDPR at any time. If you wish to do this, please submit a request to me in writing.

THE ONLINE THERAPY PROCESS:

It is important that you are aware that internet issues and technical hitches can interfere with online sessions. If there is ever a disruption of services during one of our sessions, we will both log out and then back in again and attempt to re-connect. If re-connection is not possible, I will contact you by phone, subject to your agreement.

If the disruption is severe, we can either finish our session by phone; or re-schedule it. I will not charge for any session that is ended early as a result of technical hitches my end, and I will never, knowingly, cut you off mid-session.