

Pure Living Counselling

**is currently offering
Video Counselling Sessions and Phone Counselling Sessions**

Is Telehealth Counselling Secure?

Yes, it is! Pure Living Counselling utilizes a platform which is compliant with *The Personal Information Protection and Electronic Documents Act (PHIPA)*, *College requirements*, and *The Personal Information Protection Act (PIPA)*.

Please keep in mind, there are uncontrollable variables when engaging in technological/internet methods of communication which are outside of the parameters Pure Living Counselling has put in place.

Helpful Tips:

- Minimize distractions and ensure you have adequate privacy.
- Ensure you schedule a date/time which allows for you to have uninterrupted time.
- Consider having your session in a space which limits others hearing your sessions (directly and indirectly). Having soft music in the background may help.
- Consider asking people in your home to go for a walk/drive or you may want to consider having your session outside your home ex. Sitting in your car.

Phone sessions:

- Your counsellor will contact you on a phone number you identify as secure for your counselling session.

What devices support Online Video Counselling?

- To experience the most of an online session, it is recommended to use a computer or laptop. You may also utilize an iOS device, such as your iPhone, iPad.

How Do I Set up Online Video Counselling?

- On the scheduled date and time of your session, you will find an email link in your email inbox. Simply **click on the link** and it will direct you to the secure online platform to begin your counselling session.

What is the duration of Online Counselling sessions?

- Sessions are scheduled for 50 minutes. Remaining 10 minutes of session are used for case note consolidation.

How do you I pay for an on-line session (video and/or phone)?

- I accept e-transfer and credit card payment.

Is Telehealth counselling covered by Insurance providers?

- It is advised that you contact your health insurance provider or employee benefit plan to inquire whether this format of counselling is covered as well as how you will be reimbursed.
- Please note Pure Living Counselling does not offer direct billing at this time.
- In addition, please inquire whether your insurance provider/employee benefit plan covers counselling services offered by Canadian Certified Counsellors (CCC), pertaining to Canadian Counselling and Psychotherapist Association (CCPA).

Technical Difficulties?

- If Video or Phone connection is lost during the session, your counsellor will attempt to resolve the situation by attempting to **Reconnect** to the Video session or calling back if it is Phone session.
- If the Video Connection continues to be lost, your counsellor will **Call or email** you on the Phone number/email you provided to discuss how to proceed.

Additional questions?

Contact your counsellor for further information