



Michel'e Bertrand Psychotherapy

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Welcome to my online psychotherapy practice. Below are some key points about my video sessions. They can serve as a “video FAQ”, and, if you agree with them, they will also be our video agreement. If you have any questions or concerns about these, let me know at michelebertrand@hushmail.com. Thanks for reading. See you online soon.

Video Sessions

I offer video sessions via a platform that is accessible to you. As they are part of my psychotherapy services in general, they fall under the same terms with regard to legal limits to confidentiality, fees and cancellation as in-person sessions.

Because they take place over the internet and can be intercepted (seen, recorded, and distributed) by someone else without our knowledge, video sessions are less private than in-person meetings at my office.

Please do not record my voice or image. If you accidentally record my voice or image, please delete it.

If we are disconnected or have a limited connection (for e.g the video call is repeatedly dropped, our images and/or voices freeze, or are otherwise unclear) our conversation may end abruptly. Depending on what we are discussing and how, this can feel uncomfortable or upsetting. I will make every effort to reconnect with you or improve our connection during our session time. If we are not able to do so during the session time, I will email you as soon as I can to re-schedule.

If we cannot re-connect or improve our connection, and I will determine if the connection issue is on my end. If the connection issue is on my end, I will make up the difference in time in future sessions with you or refund you for time we could not meet. If the connection issue is not on my end, I will need to treat the session as a "late cancellation" and ask that you pay the session fee.

If you are unable to find a private location to talk, or are unsure about connectivity and think we might get easily get disconnected, I recommend we re-schedule our session (with 24 hours' notice or more) until you have a location that works better for a video session.

Thanks for reading. Your signature below indicates that you agree to these terms during our professional relationship.

Signature _____

Date _____