



CLIENT INFORMED CONSENT FORM

Informed consent for video/audio consultation with Clinical Psychologists¹ for psychotherapy at eYogi Wellness / eYogi Tele-Consultations Solutions Private Limited

General Information provided to me

About Psychotherapy:

Psychotherapy is a way to help people experiencing significant emotional distress that is coming in the way of them being physically well, enjoying personal relationships or working productively. Psychotherapy begins with the therapist understanding the background of the person seeking help² and the concerns that led them to seek help. Following this, the client and psychotherapist come to an agreement about the goals of treatment, treatment procedures, and a regular schedule for the time, place and duration of their treatment sessions.

About Tele-psychotherapy:

Tele-psychotherapy refers to the provision of psychotherapy services using telecommunication technologies including email, text messaging, video conferencing, online chat, messaging, or internet phone. Tele-psychotherapy would typically involve all aspects of psychotherapy, except that it would be offered using telecommunication technologies.

What I have understood about Tele-psychotherapy Services

Possible limitations to care:

I understand that video/audio consultation has its own limitations as compared to in-person sessions and some details could potentially be missed out despite the psychotherapist's best efforts.

I understand that tele-psychotherapy services are by appointment only and that these consultations are not suitable for help during a crisis or emergency. I understand that the psychotherapist contacted during a set appointment would evaluate my need and context and guide me about the most suitable option for psychological intervention in that context (telepsychotherapy/ in-person psychotherapy/ crisis intervention/ emergency services).

Responsibility for adverse events:

I understand that the psychotherapist would use their professional discretion to provide required recommendations about the type of professional service that may be required at any given point of time. At the same time, I agree to not hold my psychotherapist responsible, should any adverse events, such as lack of improvement, deterioration or situations of potential risk of harm to self or others, occur during video/ audio consultation. I understand that in such situations I may be advised to obtain treatment at the nearest available mental health or emergency service.

Confidentiality and Recording:

I understand that this audio/ video consultation is strictly confidential. I agree to use a secure line/connection for these consultations, in a relatively quiet and private space. I understand that my psychotherapist will not audio or video record the session (either on mobile, using an app or online) and will not share the proceedings of this consultation with any other individual or agency. However, with my consent, my psychotherapist could use it to have their work supervised or for training of professionals. Apart from this, the details of the consultation would be shared only with a court of law, if mandated. I consent to the systematic handling of my phone number, counselling session, schedule, SMS/ email Ids, etc for the consultation process by eYogi Wellness.

Notes of the tele-psychotherapy consultation will be maintained by my psychotherapist and stored in a safe location. I understand that these session notes can be made available to me, in the standard session record format, on my explicit request.

I also undertake that the proceedings of these consultations are not to be shared or disseminated by me or my relatives / other contacts to any third person or through social media. However, despite safety measures taken, there are chances for breach in security in technology. In such instances, both client and psychotherapist will not hold the other responsible for the breach.

Payment and Billing:

I understand that these consultations will be charged at the listed pricing fees at eYogi.in and will be applicable per session. The timing and mode of payment will be as published at the website.

I understand that my consent expressed online would suffice for me to receive telepsychotherapy services.

I understand that my psychotherapist will discuss the tele and audio options that are available and suitable and that we will decide on what to use, considering my preference as well as the suitability of an option as assessed by my psychotherapist.

I understand that if there are any difficulties in communication (technical) during the session, it will be terminated, and a new appointment will be scheduled.

I understand that I have the freedom to withdraw from these sessions at any time if I wish. I understand that my therapist may also temporarily stop or discontinue these audio/video sessions/recommend any other method or line of treatment if either of us experience any difficulty in the process and in my best interest.



Consent:

I hereby provide my informed consent for video/audio consultations for tele-psychotherapy at

eYogi Wellness / eYogi Tele-Consultations Solutions Private Limited

I hereby provide my informed consent to eYogi Wellness to contact me through email/SMS/whatsapp/telephone/mobile and other communication channels for any communication related with this process including appointment confirmation, followup, promotional offers, other useful content etc. (included as part of TRAI DLT process)

1 Herewith mentioned as 'Psychotherapist' in this Informed Consent Form

2 Herewith referred to as 'Client' in this Informed Consent Form