

Consent for Video Counselling

The use of telephones or video conferencing can come with some unique risks, and it is important to be familiar with the service.

Blue Oaks uses Google's GSuite video platform (Google Meet) for our online sessions. GSuite is compliant with government requirements mandated for healthcare providers (PHIPA). Google Meet uses randomized meeting identifiers and dial-in details. It is not possible to customize external access identifiers to video meetings so there is no need to randomize any addressing information.

Only the people on the call can access it through unique identifiers, and once terminated, there is no record of the call's contents. The only information that is stored in the secure GSuite environment is your email address. The service will also maintain a record of the time and date of the call.

While we can research the security of a particular online tool, we are not internet security experts. The internet is constantly evolving and changing in terms of online security and threats to such security. Therefore, clients should bear in mind that there is some loss of control over issues of confidentiality and privacy, in that your clinician cannot guarantee complete security of information exchanged. We can assure you that we consider our online security to be of paramount importance, and that we regularly update our systems to ensure they are secure and compliant with government regulations.

Due to the nature of the internet, loss of connections can happen at any point during online service. In the event that a connection is lost, we will first attempt to reconnect the video call. If unsuccessful, we will then call the phone number we have on file for you. Please let us know if any other arrangements are necessary.

Note that telephones are rarely encrypted, putting them at hypothetically greater risk of hacking or tapping, though this appears to be quite rare.

It's also important for us to know where you are during the session, so that we can take action in the event of an emergency.