

## Service Agreement - Webcam Based Online Triage Assessment

**Note: Please read the Service Agreement carefully and sign either in the English or Chinese language version**

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### Terms of Service

In accepting the HK Well's offer of webcam based online session, you accept that the service is governed by the Law of the country in which therapist/psychologist is based, irrespective of the country in which the client/s is/are based. Any disputes or disagreements arising from the provision of services under the terms of this engagement will be dealt with accordingly.

Our offer of an online service to clients in the UK is in Cantonese. Due to our therapist /psychologist are based in the UK and in Hong Kong, some service may be restricted due to considerations including legal, regulatory and privacy concerns.

### Privacy

HK Well offers online individual session (with parents if needed) via the **ZOOM** platform which is a secure, confidential and reliable video software platform. Please familiarise yourself with the technical information provided and prepare for the session so you are ready to start on time.

Although HK Well aims to provide the highest practical levels of client confidentiality protection by using end to end encryption and only utilising services that are Health Insurance Portability and Accountability Act (HIPAA) compliant, we regret we are unable to guarantee complete confidentiality under all circumstances. Monitoring or intrusion by state agencies or by computer service providers operating under state direction may in certain jurisdictions pose a threat to client confidentiality. If you feel you may be at risk, you may wish to consider receiving counselling through more traditional methods.

Computer systems are typically designed to share information with others and often ask you to trade convenience for confidentiality. If you are concerned about your privacy we would suggest that you only use private secured networks when possible and avoid shared connections. Turn off or disable any unnecessary applications, particularly those that may frequently connect to the internet and ensure that your computer is regularly checked for computer viruses and spyware.

Further information about online security can be found on the Information Commissioner's Office Website: <https://ico.org.uk/for-the-public/online/>

Triage assessment should take place in a private setting so as to ensure conversations are not overheard. In the event the therapist/psychologist deems the setting to not be sufficiently private, the session will be terminated and fees may still be due. Recording sessions without the explicit consent of both therapist/psychologist and the client/s will be considered as breach of this service agreement.

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### Donation Arrangement

HK Well is a voluntary based group, aiming to respond to the emerging mental health issues among new Hong Kong migrants in the UK and provide therapeutic help for people in their native language, i.e. Cantonese.

All therapist/psychologists have had years of experiences in their professional practices in Hong Kong, and in the UK. They are willing to offer their time and expertise to assist children, young people who are suffering from mental health issues. Therefore, some time slots may be limited.

We will not charge fees at present but we would recommend a donation of £30 to keep maintaining the voluntary based online triage assessment in operation, thus reach out to the wider Cantonese-speaking community. If it is deemed to strain your financial resource, please let your referrer know. They may be able to assist.

Here is the link to make your donation before your triage assessment (<https://www.justgiving.com/crowdfunding/hk-well>) All donation is non-refundable in the event you are no longer able to attend your booked triage assessment without 24 hours notice.

If you need to rearrange the appointment, please contact the administration team at your earliest convenience.

If the client/s require for further counselling or services, the therapist/psychologist will discuss with you at the end of the triage assessment.

### Technical Problems

Should either party experience technical difficulties, we both endeavour to contact the client/s straight away and/or try to reconnect online as soon as possible. If overall, more than 15 minutes of the sessions has not occurred due to therapist/psychologist related technical problems we will offer to supplement this time, and if this is not possible, we may re-arrange another time.

### Clinical Emergency

HK Well's webcam based online counselling and psychotherapy triage assessment is aimed at helping client/s with their relationship. It is not possible for online therapy sessions to help in the event of clinical emergency.

In any case of clinical emergency, severe distress, and other more urgent mental health difficulties clients must contact their GP, the local medical emergency services, and/or any other local services as appropriate to their difficulties.

### Required Information and Procedure

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You will be required to provide with details of your local medical practitioner in order to access our online therapy service.

Before the initial session:

- New clients are asked to complete the referral form at least 24 hours prior to your consultation appointment
- Please ensure you have your appointment email with details as how to access your session close at hand
- Launch the Zoom application and login a few minutes prior to the scheduled start time of your session

In the triage assessment, an allocated therapist/psychologist will explore your current difficulties and think with you about how to proceed. We will want to ensure that your situation is best suited to having online therapy. However online therapy is not always suitable and in such cases we will try to recommend more suitable options that you might then wish to explore for your child/young people.

Following the triage assessment, the therapist/psychologist will consider carefully about the way forward. We will then contact you to let you know the next step.

### Confidentiality

HK Well adheres to a professional code of ethical standards which includes the principle of confidentiality. This means that we would not disclose information about you to a third party without your agreement, except in situations where there was serious and significant concern about harm to you or someone else and this would normally be discussed with you beforehand.

If you are seen as a family, we would normally expect that information can be shared between you. If you have any questions about confidentiality you can discuss them with your therapist /psychologist.

### Boundaries of Therapy

Therapy sessions are offered according to the arranged time. While the online framework provides a sense of ad-hoc connection, it is not appropriate to engage with your therapist/psychologist through social networks. Communication with the therapist/psychologist outside of the sessions should be made through our administration team at [wearehkwell@gmail.com](mailto:wearehkwell@gmail.com)

### Feedback Forms and Outcome Monitoring

We seek to gather feedback about the effectiveness of our services and you may be asked to complete some questionnaires at certain intervals after the pre-screening session(s). This will be done by sending you a link via an email, and we would be grateful if you could complete all questionnaires. Your answers will also be collated anonymously so we can look at

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how helpful our sessions are overall. If you have any questions about these forms, please speak to your therapist/psychologist.

### Access to Your Data

HK Well is obliged with the Information Commissioner and all personal data is processed and maintained in accordance with the Data Protection Act. For further information, please contact our administration team or email [wearehkwell@gmail.com](mailto:wearehkwell@gmail.com)

### Feedback and Complaints

If you are unhappy with the pre-screening session, you are receiving or with any other aspect of your contact with HK Well it may be helpful to discuss this with your referrer in the first instance. If you would like to discuss your concerns with someone else, please let us know by contacting our administration team at [wearehkwell@gmail.com](mailto:wearehkwell@gmail.com)

### Language

If there is any inconsistency or conflict between the English and Chinese version, the English version shall prevail.

1. Every parent/guardian should sign this Service Agreement
2. By signing this Service Agreement, you confirm the following:
  - I agree to the terms and conditions of this Service Agreement
  - I have discussed with the concerned child that I sign on behalf of him/herself

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_