

## **FAQs Online and Telephone Therapy**

### **How will I be contacted for telephone therapy?**

Calls will come from a withheld number. You will be contacted at the time of the appointment.

### **What if I miss the call?**

If you miss the call the therapist will attempt to call you again after 5 and 10 minutes. If they cannot reach you after the third attempt, they will leave a voicemail (if possible and if you have given consent) asking you to get back in touch via our office number **0131 653 3977 (this line is open between 10am and 2pm)**.

### **What if I am running late for an appointment?**

If you are running late for an appointment please contact us via our office number **0131 653 3977** or email [info@changeschp.org.uk](mailto:info@changeschp.org.uk) and this will be passed on to your therapist. If you are accessing therapy via Attend Anywhere, your therapist will usually call you if you have not appeared online after 5/10minutes to find out if you are having any difficulties. They remain online for 15 minutes after the agreed time. If you are not able to log on before this time please contact us to arrange another appointment. If you are receiving telephone therapy, your therapist will call at the time of the appointment. If you are not able to start the session please explain this to your therapist or if you are not able to answer please contact our office number.

### **What if I can't make an appointment?**

We ask that you give us as much notice as possible if you need to cancel an appointment so it can be offered to someone else. If you cannot make an appointment please contact our office number **0131 653 3977** or email us: [info@changeschp.org.uk](mailto:info@changeschp.org.uk)

### **Is it free?**

Yes (except for your internet usage if accessing via Attend Anywhere). If you do not have Wi-Fi, the video call will use data from your allowance (if you have one) similar to a regular video call e.g. on Skype or FaceTime.

### **How does this impact my confidentiality?**

Your confidentiality will not be affected by receiving therapy online or via telephone. We have ensured that therapists who are working remotely are also in private environments where they will not be overheard.

### **Is it secure?**

Yes, your privacy is protected. Only authorised clinicians can enter a video call.

### **What if our session is interrupted?**

If there is a short disruption and you are happy to continue the session the therapist can hold. If there is a disruption and you need to end the call you can do so and contact us when you are able to. In the unlikely event that your session is interrupted on your therapists end they will communicate this to you and agree what to do next.

### **What if there are technical issues?**

It can be helpful to discuss a plan for what to do if there are technical issues during your appointment with your therapist, particularly if you struggle with telephone signal or internet connection. Visit the following website if something is not working on Attend Anywhere: <https://nhs.attendanywhere.com/troubleshooting>

It may be helpful to switch to a telephone call, if appropriate. If issues continue it may be more appropriate to reschedule your appointment until these can be resolved.

### **What if I start therapy via telephone or online and it isn't working for me?**

Your therapist will check-in with how you are finding sessions after a number of appointments. We would encourage you to raise any issues with your therapist to discuss a way forward.