

Information about the video counselling

V1.5

After you have decided to make use of a video-based counselling at the Psychotherapeutic Counselling Centre (PCC), we would like to give you some information about this offer. These form the basis for your consent to the video counselling, which we need *before* the first video consultation.

1. Basics of video counselling

In the video counselling, the **conversation is similar to the on-site consultation**, you are just not in the same place.

Technically, the video counselling is realized with a **product of** the Konstanz company **Medflex**. Medflex meets the particularly high data protection requirements in medical and therapeutic use, which ensures that what is discussed remains confidential.

There are no special requirements for the video counselling. A **computer, tablet or smartphone with a camera, microphone and speakers and an internet connection** are sufficient. Since the video counselling is purely browser-based, you do not need to install any software, only a web browser needs to be available on the device.

2. Step-by-step video counselling

- You will receive a **link for the video counselling via e-mail** for the agreed appointment. For organizational reasons, the links are sometimes only sent shortly before the event.
- **A few minutes before the appointment**, register for the video counselling by clicking on the link sent.
- You are then in the **virtual waiting room**, as soon as your counsellor arrives, the video counselling can begin. If the video connection does not work or breaks off and cannot be restarted, we will call you.
- When the counselling session is over, you can **close the browser or the browser tab**.

3. Data security

- The video counselling is transmitted via a so-called **peer-to-peer (computer-to-computer) connection** without using a central server. If the connection quality is insufficient, a server-based connection is automatically offered.
- The video service provider guarantees that all content of the video counselling is **end-to-end-encrypted** during the entire transmission process according to the current state of the art and is **neither viewed nor saved** by him.
- All **metadata will be deleted after 90 days** at the latest and only used for the technical processes necessary to process the video consultation.
- The video service provider and the employees of the PCC are **prohibited** under criminal law **from disclosing data to unauthorized third parties or making them accessible..**



Consent to the video counselling

Hereby I declare

First and last name

Mail

Birth date

Street and house number

Postal code and city

to have been sufficiently informed about the **procedure of the video counselling** as well as about its **technical requirements** and **data protection aspects**. I am aware that participation in the video counselling is **voluntary and free of charge**.

I assure you

- the video counselling takes place **in closed rooms** and **in a quiet environment** to ensure data security and a trouble-free process,
- at the beginning of the video consultation, **everyone present in the room is introduced**,
- video and/or sound **recordings are not made** during the video counselling,
- Helpers are made aware of the **protection of secrets** and, if applicable, **data protection** and
- I have the **technical requirements** for using the video counselling.

In principle, the same **data protection regulations** apply to video counselling as to direct personal contact in the PCC.

I am aware that I can revoke this declaration of consent at any time. A verbal notification to my advisor or other members of the PCC is sufficient for this.

With my signature, I agree to the video counselling.

Place and date: _____

Signature: _____