

After an Appointment is Created

Here is a list of what will be sent to your clients after you successfully create an appointment.

New video appointment

Provider
Christine Uchida, MSW, RSW, RP

Appointment title
XX Psychotherapy

03/18/2020 5:30 PM Duration (min)
60

Recurring

Participant name	Participant email	Fee
Marijke Aaltink	info@telecbt.ca	110.00

[Add participant](#)

[Create Appointment](#)

What happens after I click 'Create appointment'

Emails
An email invitation including the date of the appointment and the URL to login is immediately sent to the participant(s).

Device testing
Upon logging in for a video session, the participant is automatically walked through some quick steps to get set up for their appointment.

Consent forms
First-time participants using this system are required to agree to the Privacy Policy, [Informed Consent](#).

Timely reminders
Automatic email reminders are sent to the participant 24 hours and 1 hour ahead of the appointment.

Automatic fee collection
If there is a fee for the appointment, payment information is collected up front. Billing is automatically handled after you mark the appointment as 'complete' or 'no show'.

Emails:

Right after you create an appointment, a notification email will be sent to both you (the provider) and your client to confirm that an appointment has been scheduled. The subject line is '**Appointment Created**'.

- If this is a **first time client**, they will be given instructions in the email to set up their account and download the Secure Video Client application.
- If this is a **returning client**, they will be given a link to log into their account as usual.

Please note: Both you and your client can always check the exact time and date of the appointment by directly logging into your account via app.telecbt.ca

Device Testing:

Only applicable for first time user who does not have Secure Video Client application installed in their computer device.

Once your client has finished creating their password, they will be able to log into their account and will be walked through some quick steps to get set up and download the Secure Video Client application.



Consent Forms:

First time users are required to agree to the privacy policy. The Privacy Policy covers what type of information we collect, how we protect the information and how it is used.

Reminders:

If you are scheduling an appointment more than 24 hours in advance, your client will also be sent 2 more reminder emails; **24 hours** and **1 hour** prior to the appointment time. This is an effort from TeleCBT to reduce client's missing appointments due to the lack of notification and reminder.

Automatic fee collection:

If there is a fee associated with your appointment, your client will be charged immediately after you click on the "Complete" or "No show" button at the end of your session with your client. Please be advised that both you and your client will be automatically sent an **invoice**.