

CLIENT MESSAGE · REMOTE, NONCLINICAL SESSION

Your distance session

Your session is scheduled for [date/time/time zone] and lasts [duration]. Join using [private link]. Please choose a setting that feels comfortable for you. Recording is not part of this session. If the connection fails, [reconnect instructions]. You may pause or end the session at any time. Contact [practice contact] for booking questions.

Session details

Item	Details
Date, time and time zone	[date/time/time zone]
Duration	[duration]
How to join	[private link]
If the connection fails	[reconnect instructions]
Booking questions	[practice contact]

You may pause or end the session at any time.

PRACTITIONER PREPARATION · REMOVE THIS PAGE BEFORE SENDING THE CLIENT MESSAGE

Before booking

Agreed date	_____	Duration	_____
Client time zone	_____	Practitioner time zone	_____
Price	_____	Platform	_____
Practitioner contact _____			

Before the session

- | | |
|--|--|
| ☐ Adult participation confirmed | ☐ Service explained |
| ☐ Preferences confirmed | ☐ Accessibility needs confirmed |
| ☐ Secure communication channel agreed | |

Connection and space

- | | |
|---|--|
| ☐ Audio and video tested | ☐ Meeting link shared privately |
| ☐ Confirmed whether camera is optional | ☐ Recording off by default |
| ☐ Client chooses a comfortable private setting and can stop at any time; no special equipment required | |

If the connection drops

Agreed reconnect method	_____
How unused session time will be handled	_____

Close and record

- ☐ Session end confirmed; administrative questions answered; receipt or booking link provided if requested
- ☐ Recorded only date, service, preferences confirmed, administrative outcome, and any agreed follow-up

Customization checklist

- ☐ Set a realistic connection-failure policy and explain it before payment.
- ☐ Do not claim the platform or this checklist is appropriate for clinical telehealth.
- ☐ No emergency service is provided through this workflow.
- ☐ Keep meeting links and participant details out of public calendars.
- ☐ Remove this preparation page before sending the client message.

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