

# VIRTUAL APPOINTMENTS

## What to Expect

A simple overview of what happens before, during, and after your appointment.

<p><b>Booking Your Appointment</b></p>	<ul style="list-style-type: none"> <li>• Book online via Jane App.</li> <li>• Choose a virtual session type and time that fits your schedule.</li> <li>• When booking your first appointment, you'll create a secure Jane account to manage appointments, complete forms, enter payment details, and provide insurance information if applicable.</li> </ul>
<p><b>Reminders &amp; Calendar</b></p>	<ul style="list-style-type: none"> <li>• You'll receive a confirmation email with a secure video link.</li> <li>• You have the option to add the session directly to your calendar.</li> <li>• You may receive an appointment reminder in advance.</li> </ul>
<p><b>Where Appointments Take Place</b></p>	<ul style="list-style-type: none"> <li>• Sessions are hosted securely through Jane App.</li> <li>• Join from a private space using your computer, tablet, or phone.</li> <li>• No app is required.</li> </ul>
<p><b>Confidentiality</b></p>	<ul style="list-style-type: none"> <li>• Virtual sessions are encrypted and meet Canadian privacy standards.</li> <li>• You'll enter a private waiting room before the session begins.</li> </ul>
<p><b>How To Prepare</b></p>	<ul style="list-style-type: none"> <li>• You'll need a private space, a stable internet, and a device with audio and video.</li> <li>• Headphones can help with privacy.</li> <li>• You're welcome to bring notes, but nothing is required.</li> <li>• To help gather your thoughts, use the First Sessions Reflection Questions tool.</li> </ul>
<p><b>Billing</b></p>	<ul style="list-style-type: none"> <li>• A credit card is entered securely into Jane at booking</li> <li>• Session fees are typically processed after your appointment.</li> </ul>
<p><b>Insurance Coverage</b></p>	<ul style="list-style-type: none"> <li>• Direct billing may be available for Sun Life or providers connected to TELUS Health (when eligible).</li> <li>• If direct billing isn't available, a detailed receipt is emailed after your session for reimbursement.</li> </ul>
<p><b>Future Appointments</b></p>	<ul style="list-style-type: none"> <li>• Ongoing sessions can be booked online or scheduled together at the end of your session.</li> <li>• Together, we will decide on an appointment cadence that feels right, built around shared availability.</li> </ul>
<p><b>Cancellations &amp; Missed Appointments</b></p>	<ul style="list-style-type: none"> <li>• If you need to cancel or reschedule, please provide at least 24 hours' notice.</li> <li>• Appointments cancelled with less than 24 hours' notice, or missed without notice, are subject to the full session fee.</li> </ul>



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