



Australian Hypnotherapists Association

Recommendations for AHA Members Conducting Hypnotherapy Using Skype and other Online Providers

1. Introduction

Due to the increase in the delivery of remote therapy particularly via Skype and other Internet providers, the Association's National Executive has felt it necessary to make recommendations for such practice to ensure our members professional integrity and the safety and wellbeing of clients. The aim of the AHA is that members consider these recommendations for their safety and to promote best practice in the profession.

The aim of these recommendations are to ensure that all members are aware of best practice for Hypnotherapy sessions conducted remotely via Skype, and how these can be managed safely. All members are asked to familiarise themselves with this document.

2. Insurance Issues

AHA members holding current insurance from the AHA Insurers Fenton Green and /or OAMPS by are covered by these insurers when using Skype in Australia.

The AHA advises members insured with other companies to check the validity of their insurance arrangements before conducting Skype sessions.

It is the expectation of all insurers that AHA members adhere to any recommendations, policies and procedures pertaining to the use of Skype and all other norms of hypnotherapy practice as outlined in the AHA Ethics and Policies and procedures documents.

Skype outside Australia: no insurance cover is offered if members use Skype with clients who live outside Australia. The only exception being that if a member is treating a client in Australia who needs to go overseas and wants to continue with Skype sessions then as long as the insurer is notified this may be permissible. It is the responsibility of the individual member to obtain their insurer's permission before using Skype with Australian clients whilst they are overseas.



Exception: There may be no cover offered by your Australian insurer if the client is visiting the USA or Canada.

3. Practical Considerations

The AHA has a duty to its members to provide guidelines so that hypnotherapy sessions using Skype are offered safely and with no risk to the client. The technology behind Skype has limitations and is not always reliable hence precautions need to be in place before hypnotherapy commences. The following guidelines provide a framework for the therapist to work within.

a. Pre-therapy Procedures

- Question sets should be considered to determine whether online hypnosis is a viable option in each case
- Clients must be informed of the fee structure before any therapy commences
- Appropriate safety procedures must be planned with the client before the hypnotherapy session begins
- The therapist must ensure that the client is aware of what to do in the event of Skype crashing or other technical difficulty such as inadequate sound or vision
- The client should understand that they have full control and will exit hypnosis on their own if the connection is terminated
- Alternative means of communication should be planned in the event of either party's hardware or software breaking down: e.g. exchanging phone numbers should the therapist or client need to call
- The therapist should ensure that the client understands all the pre-therapy procedures
- Referral procedures should be put into place if online provision of therapy is not appropriate for a particular client



b. Safe Environment

- The most important thing for the client's wellbeing is a full knowledge and understanding that they are completely safe
- Before the sessions starts let them know that the chair or other support will keep them fully supported and safe
- Anchoring a state of safety and comfort to their chair is a good start. The stronger the resource state the better
- Both client and therapists should understand that unexpected things can and will happen during a Skype hypnosis session

c. Housekeeping

- Remember all the usual requests you make of clients before undertaking hypnosis are attended to
- Ask the client to switch off their mobile phone and mute the home phone before commencement of hypnosis
- Check whether they need to go to the bathroom or have any other personal needs
- Ensure that the client knows how to respond to any interruptions should they occur

d. Unexpected abreactions during a Skype Hypnosis Session

- If an abreaction should occur remain calm and gently guide your client through this experience.
- Refrain from doing hypnotic regression with Skype
- To deal with an abreaction remind them that they are safe sitting in the chair,
 - Listening to the sound of your voice.
 - Remind them to breath nice and slowly.
 - Keep on reminding them that they are safe.



- Ultimately you want them to become aware of the chair and the feelings you anchored to it.

e. Confidentiality

- Ensure computer system security to protect the client's privacy
- Data protection and storage are managed appropriately
- The same privacy provisions apply to Skype therapy as one to one therapy

4. Conclusion

It is the strong recommendation of the Executive that members who wish to deliver therapy via Skype take all possible measures to gain experience in this type of therapy. This could include Skype "training" sessions with other experienced therapists. It is recommend that this take place before members undertake therapeutic work with clients.

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