

Information on Online Psychotherapy

(in accordance with §§ 14–16 of the Austrian Psychotherapy Act and the Internet Guidelines of the BMSGPK). Under the country-of-origin principle, Austrian regulations apply regardless of the client's location.

1. What is online psychotherapy?

Online psychotherapy is a form of psychological support provided through modern communication technologies, such as video or telephone. It falls under the legally regulated practice of psychotherapy. Therapy is conducted synchronously (in real-time), i.e., via video or – in exceptional cases – by telephone.

2. Requirements and Framework Conditions

- You are in a private space without anyone else listening.
- You have a device with a stable internet connection, camera, and microphone.
- You agree to use a technically secure platform.

3. Special Features and Limitations of Online Therapy

3.1 Limited Perception

Non-verbal cues (body language, facial expressions, physical presence) are only partially perceptible via screen. This may affect psychotherapeutic assessment and the depth of the therapeutic relationship.

3.2 Technical Risks

Connection issues, audio delays, or interruptions may occur. I strive to keep such disruptions to a minimum. If the session is disrupted for an extended time, a replacement appointment will be offered.

3.3 Data Protection and Data Security

Therapy sessions are conducted via end-to-end encrypted channels. I am subject to the legal duty of confidentiality (§15 Psychotherapy Act). I also recommend that you ensure IT security on your end.

3.4 Recordings

Sessions may not be recorded without the explicit consent of both parties.

4. Crises and Acute Emergencies

Online psychotherapy is not suitable in the following cases:

- Acute severe psychological crises (e.g., suicidal thoughts, severe depressive episodes)
- Emergencies requiring immediate medical or psychotherapeutic intervention
- Situations posing a high risk of self-harm or harm to others

In such cases, in-person treatment or medical care is required. This may also mean that online therapy must be discontinued.