



Rivers Edge

CASE STUDY



About Rivers Edge Counselling Centre

Rivers Edge Counselling Centre is a reputable counseling and psychotherapy centre that provides therapeutic services to individuals, families, and couples in St. Albert, Canada. They strive to create a safe, welcoming, compassionate environment where clients can heal, grow, and thrive.

With a team of 30 experienced therapists and five dedicated students, Rivers Edge offers a wide range of counseling services, including video sessions, to over 1600 clients monthly. They aim to help clients find purpose, peace, and connection and create a community of professionals committed to continuous learning and support.

Rivers Edge has been a loyal customer of SecureVideo for the past seven years. Starting as a small customer, Rivers Edge has gradually increased its platform usage as telehealth has become an integral part of its counseling services. SecureVideo's reliable and user-friendly platform has allowed Rivers Edge to seamlessly offer in-person and video sessions to their clients without compromising on the quality of their services.

Why Rivers Edge Opted to Use SecureVideo

Rivers Edge chose SecureVideo over other telehealth providers because they were primarily concerned about having a secure and compliant environment for their remote counseling sessions. Upon searching for ways to conduct remote sessions, they discovered SecureVideo's platform and found it to be a secure and convenient tool that met their needs.

Their goal in using SecureVideo was to encourage therapists to provide remote sessions to people in rural areas. Furthermore, the platform was particularly useful during the pandemic when they had no choice but to conduct many remote sessions.

SecureVideo's platform was intuitive and required very little training, which was a significant advantage for Rivers Edge. The centre could set up and modify appointments easily and quickly without extensive training.

Overall, Rivers Edge found the platform very user-friendly and praised its capacity for doing many things without being overwhelming. They appreciate that it is one of the few services they use that doesn't require extensive training, allowing them to save time significantly.

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It is so intuitive to use. For new staff, three days' worth of training could be done with the platform in ten minutes.

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— Nicole Imgrund
Counselling Therapist
Canadian Certified Counsellor
Director, Rivers Edge Counselling Centre

How SecureVideo Helped Rivers Edge Successfully Navigate the COVID-19 Pandemic

When the pandemic hit and the need for remote counseling skyrocketed, many counseling centres scrambled to find secure videoconferencing tools that met regulatory requirements. However, Rivers Edge had already been using the SecureVideo platform, making the transition to 100% remote counseling sessions smooth.

Without compromising security or struggling with other videoconferencing platforms like Zoom or Teams, Rivers Edge could continue providing high-quality counseling services with ease. Their gratitude for SecureVideo's platform is palpable, and they are thankful for the peace of mind that comes with having a reliable and compliant videoconferencing tool during this uncertain time.



How Rivers Edge Uses SecureVideo Today

The therapy practice has been using SecureVideo's virtual platform in their hybrid therapy model for specific use cases even after things returned to normal. It enables their office to offer ongoing remote therapy to clients who cannot attend in person due to mobility or transport issues. Furthermore, being able to switch between offering in-person or offline therapy has helped them to cut down on cancellations and provide greater flexibility to both therapists and clients.

Rivers Edge uses SecureVideo for its secure and reliable video sessions, and sleek and professional aesthetic as it engenders confidence in their clients. Moreover, clients receive timely email updates about their appointments and find it easy to understand what they need to do to connect to their session. Finally, Rivers Edge uses SecureVideo for team meetings and consultations, demonstrating the platform's versatility and reliability.



SecureVideo's Intuitive Interface & Excellent Support Has Yielded Exceptional Results

Rivers Edge is a prime example of how SecureVideo's intuitive interface and excellent support can offer exceptional results. During the pandemic, when in-person counseling was not feasible, Rivers Edge successfully transitioned to virtual counseling with SecureVideo's platform. The platform's user-friendly interface made a significant impact, particularly for clients who were hesitant to use videoconferencing. In fact, the telehealth platform is so straightforward that clients who are much less comfortable with technology took only a few minutes to get the hang of it.

As for the support offered by SecureVideo, the team has been highly accommodating in navigating any technical issues when they arise and has helped them navigate the process of using the telehealth platform into the future. The team provided Rivers Edge with everything they required to conduct their webinar should they ever decide to use it for this purpose. Ultimately, Rivers Edge feels the SecureVideo team remained committed to providing exceptional support while demonstrating their willingness to go above and beyond for them.





Rivers Edge Counselling Centre's Favorite SecureVideo Features

- ▲ Professional Branding
- ▲ Dashboard
- ▲ Scheduling & Notifications

Final Thoughts: SecureVideo is a User-Friendly & Reliable Platform for Counseling Services

Rivers Edge has enjoyed using SecureVideo for its counseling services. The platform's reliability, ease of use, and excellent support team have made it their recommended choice for other professionals. The provider-friendly dashboard is super helpful for visibility and management of upcoming appointments, and the advanced security features give added assurance that confidential data is well-protected.

When asked if they would recommend SecureVideo to other providers and why they would or wouldn't, Rivers Edge says they would. SecureVideo's user-friendliness and security, coupled with its reliability and great features, make for a great user experience. Overall, they are happy with their decision to stick with SecureVideo all these years and hope to begin leveraging more of its features soon.

35

TOTAL USERS

1600

CLIENTS SEEN
A MONTH

7

YEARS AS A
CUSTOMER

14k+

SESSIONS DURING
TENURE AS CUSTOMER