

FLEX PSYCHOLOGY

1 Promenade Circle, Suite 313C, Thornhill, Ontario. L4J 4P8 P: 647-494-3173 F: 647-494-3165

It is important that you understand the services we provide, costs involved, and how we manage your information. Contact our office or speak directly to your treatment provider if you have any additional questions or concerns.

We provide assessment and treatment for children, adolescents, and adults. The services provided at any period are a direct reflection of the declared competency of our senior psychology staff and supervisory team. Services are either directly administered or supervised by a member of the College of Psychologists on Ontario. Additional services may also be available (e.g. couples counselling or family therapy), but are supervised by either our staff social workers or psychotherapists and billed as such.

Our services generally have marginal inherent risk. However, topics that are emotionally charged do provide some risk in the form of residual emotional symptoms. If you experience any negative impact please inform your treatment provider. Also, it is important to recognize that therapy is a collaborative process between the therapist and client. Even with effort on the part of both parties success cannot be guaranteed.

Confidentiality

No information will be communicated to a third party without your consent. While confidentiality is always respected there are exceptions when we are required to release information or will do so to support you:

- Inform a potential victim of violence of the client's intention to inflict harm
- Act in a manner to protect the safety of our clients if they intend to end their life
- Release a client file if subpoenaed by a court of law
- Inform the Children's Aid Society if a child is at risk
- Report a health professional who has abused a client or patient
- Confirm with your insurer if a submission is a valid receipt from this office

Privacy Policy

As the custodian of your personal information, we are committed to collecting, using and disclosing information responsibly.

Paper information is either under supervision or secured in a locked or restricted area.

Electronic records are accessed through secured devices and transmitted encrypted.

Communication

We recognize that our clients may wish to communicate with us through email, text, or phone. As we are unable to secure these resources it is important for you to recognize that there is a minor risk to communicating in this manner. There may be greater and

unforeseen risk when communicating with our office by social media. Please see our social media policy at flexpsychology.ca/client-resources.html for more information.

Retaining and Accessing Personal Information

We are required to retain client information for a minimum of 10 years after the last contact has been made with the client or for a period of 10 years following the client's 18th birthday – whichever is longer. In the event that our clinical director is unable to provide access to your record (e.g. in the event of retirement or death) we will list a designated information officer on our website at flexpsychology.ca/client-resources.html.

With only a few exceptions (such as copyright restrictions, raw data and test materials) clients have the right to see what personal information is held in this office. All you have to do is ask. If you believe there is a mistake in the information, you have the right to ask for it to be corrected. This applies to factual information and not to any professional opinions that may have been formed.

Fees for Service

Intervention and consultation services are billed hourly (50 minutes of client time and 10 minutes of preparation/documentation). Online sessions are billed monthly or when a client has accumulated an hour of billable services. Assessments are inclusive of client contacts, scoring/interpretation, and report writing. Our current hourly rate is **\$165** (Initials: ____). Invoices and receipts are submitted to clients electronically.

Payment must be submitted prior to the initiation of their next treatment session. Payments can be made in cash, cheque (**made payable to FLEX Psychology**), by credit card (onsite), by phone, or electronically through our website.

Psychological services may be covered by your extended benefit plan from your place of employment. The coverage for each plan is different so *please check your plan to see what the coverage is for "psychological services", the claim procedure, details required on receipts and whether or not you will require a letter of referral from your physician. You will be responsible for submitting your own claim(s).*

Overdue accounts (greater than 60 days) may be charged an interest rate of 1.5% per month. There is a \$50.00 fee for cheques returned and marked "NSF". There is no charge for cancelled appointments with 24 hours notice or when there are serious extenuating factors. Late arrivals and no-shows (without 24 hour notice) are charged the full session fee of \$150/hour. No-shows will be indicated on invoices as missed session fees and are not covered by insurance plans.

In Case of Emergency

In the event that you are experiencing a crisis that requires immediate attention please contact your physician, call 911, or visit a local emergency room.

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Agreement/Consent for Services and Collection of Personal Information

I (We) have read and understood the information presented in this document and my (our) questions have been answered regarding:

- The nature of the assessment/treatment process
- The benefits and risks of accessing services
- Confidentiality limits, privacy rights, and information retention
- Who is providing services and any supervisory relationships
- Fees/Payments
- Emergency services

I (We) accept the terms of involvement described and request psychological services.

Signature of client, parent(s) and/or legal guardian

Date

Signature of Immediate Service Provider

Date

Signature of Supervisory Service Provider (if applicable)

Date