

**CLIENT INFORMATION AND INFORMED CONSENT
FOR PSYCHOLOGICAL SERVICES (INDIVIDUAL THERAPY)**

Welcome to my practice. Below is some important information about my practice as a registered psychologist. Please read this information carefully, ask any questions you have, and if in agreement sign at the bottom. When you sign this document, it represents an agreement between us. I will also provide you with your own copy.

About Me

I'm a registered psychologist with a PhD in clinical psychology. I have over 20 years of experience in providing therapy to adults, as well as training for clinicians.

About the Regulation of Psychology

As a registered psychologist I'm accountable to the College of Psychologists of British Columbia, the regulatory body for the profession of psychology in B.C. The College's role is to protect the public interest by regulating the practice of psychology under the Health Professions Act (HPA). Please contact the College for more information about the regulation of psychology. It is also your right to make a complaint to the College about psychological services you have received.

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What to Expect from Therapy

I use the first one to two sessions to complete an intake. I'll want to know your current difficulties and history, as well as what you want to achieve in therapy. I'll provide you with a working understanding of your difficulties along with my recommendations for therapy. This will include the treatment model or approach, anticipated length of treatment, and frequency of sessions. In ensuring that you receive high quality care, I may refer you to other clinicians who have expertise in an area that I do not, recommend additional resources or services (e.g., community services), and/or recommend you seek medical advice (e.g., for medication evaluation, to rule out physical causes for your symptoms).

I typically use a cognitive-behavioural approach at the beginning of therapy to help people better manage their emotions. This approach is structured, psychoeducational, and involves monitoring your experiences outside of sessions (i.e., homework!). Depending on your situation, I may use deep breathing, mindfulness, relaxation, imagery, role-playing. I may refer you to useful websites or books.



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Sometimes people start therapy wanting help with their relationships. Others may be curious about patterns in relationships that are related to their emotions and once their feelings are more settled, they request a shift in focus in therapy. I help people find ways to get their own needs met while also remaining connected to others and this includes individual therapy for individuals who want to understand their role in romantic relationships. For interpersonal difficulties I use an interpersonal-psychodynamic approach where we will be tracking similarities across a number of relationships including the therapy relationship. We'll use the therapy relationship to notice and understand where the relationship difficulties arise, and I'll encourage you to try new behaviours in the therapy relationship that you can then apply to other relationships.

Benefits

My strengths are in providing a deep understanding of your difficulties and how you came to this spot of requesting therapy. Feeling deeply understood can feel as though you are no longer alone with your difficulties, as well as feeling supported and validated. Although I'm a good listener, people come to therapy for something more, and I provide direct and honest feedback in a supportive manner to invite you to take risks to change. Good therapy feels like work but at a manageable pace. You should feel that we are working together on your goals, to find some relief and better coping with intense feelings, increased confidence in managing situations and/or relationships, feeling more secure and satisfied in general.

Risks

It's important that we go where the work of therapy takes us within our agreement about the focus of therapy. Sometimes this means that uncomfortable feelings or realizations will become apparent, or you'll become aware of difficult decisions to be made. I'll help you to pace yourself so that we can approach these feelings in a way that's manageable.

Confidentiality

Information you share with me will be kept strictly confidential and will not be disclosed without your written consent. When I receive a request to disclose information my standard practice is to discuss this with you first even if you have signed a consent form. At that time we can talk about how I plan to proceed.

There are some limited exceptions to my ability to maintain confidentiality and they're listed below. My standard practice is to discuss with you in advance when possible if it seems likely that I'll need to disclose information under these circumstances.



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Harm to self or others

- when there is a threat of harm to self or others (e.g., potential suicide or imminent violence)
- when there is a risk of abuse or neglect of children or the elderly
- when there is a risk of transmission of contagious or transmittable diseases
- when there is a risk of unsafe operation of a motor vehicle

Regulatory

- when the continued practice of a health professional may constitute a danger to the public
- when the College of Psychologists requires the release of information (e.g., in response to a complaint about my practice)

Legal

- when the law requires the release of information
- if you become involved in court proceedings and my records are requested

Continuity of care

In the event of my absence due to a prolonged illness another psychologist will have access to your clinical file to arrange appropriate clinical services.

Taping (audio and/or video)

Taping occurs infrequently in my practice (e.g., consultation, research). You may want to tape a relaxation exercise or something else of benefit from the session. I don't consent to taping without my knowledge. I will ask your permission and get your written consent if I think taping would be helpful.

Legal Involvement

Working with the court system or with your legal counsel is outside my scope of practice and expertise. I will not provide information to the court or legal system unless ordered to do so by a court of law. You agree not to call me to testify in court on your behalf should you become involved in a lawsuit in which information about your psychological care is relevant. With your signed consent, records and/or a summary report of your psychological care will be released to you or your lawyer. Please be aware, however, that release of your psychological records could inadvertently prejudice your case or cause embarrassment if they become public, as they may contain sensitive clinical and personal information.

Fees

I will bill you directly (\$190 for a 50-minute session) for my services. Payment is due by cash (exact change), cheque, or email transfer at the beginning of each session. I'll provide you with a receipt that you can use to claim for extended health benefits or income tax purposes.



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Emergency and between session consultation: Brief (i.e., 5-10 minutes) phone calls, voicemail messages, or responding to emails are at no charge. For longer consultations and/or frequent consultations within a one-week period will be billed by pro-rating my standard fee.

Cancellation and lateness policy: If an appointment is cancelled with less than 24 hours notice, the full session fee will be charged. If you are late to an appointment, the session will still end at the scheduled time.

Depending on your situation there may be other items billed (e.g., photocopying). I will discuss with you prior to billing you what the fee will be so that you can make an informed decision about how to proceed.

Phone and emergency contact

I'm available to take phone calls during business hours Monday-Friday, and will return messages the same or next business day. I also discuss with clients who are in distress how frequently I will be checking my voicemail between our sessions. If you are not able to reach me directly, you can call the following:

- Crisis Line – Fraser Health Region **604-951-8855**
- White Rock/South Surrey Mental Health Centre, 8:30 – 4:30, Monday – Friday, **604-541-6844**
- **911**

Absence

When I'm away from the office, I will indicate on my voicemail either how frequently I will be retrieving messages or who will be providing coverage in my absence. If this is an extensive unplanned absence due to illness, another psychologist will arrange for appropriate coverage. You should know that this psychologist will need to have access to your clinical file in this circumstance to ensure continuity of care.

Privacy

The Personal Information and Privacy Act (PIPA) outlines how BC businesses (including psychologists in a private practice) may collect, use and disclose personal information. If you have any questions about your privacy, please ask me. For example, I routinely keep clinical files for seven years after the last contact and then securely and confidentially destroy them. Other items related to your privacy can be found under Social Media.



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Social Media

I collect only the information about you as an individual that I need to provide the service you have requested. I do not sell or rent information to others. Your use of social media as listed below is completely voluntary and whether you do or do not participate in any of the following will not have an impact on my therapy with you.

Website

I use analytical software to summarize the activities of visitors to my website, including the use of cookies. You can change your settings if you prefer that cookies are not collected. I don't collect or use identifying information about any particular visitor; I'm interested in aggregate or summary data (e.g., how visitors in general are navigating through my website).

Review sites

There are a number of review sites and opportunities on the internet to vote or provide feedback on services. It is your right to speak to anyone about your therapy with me and this includes providing a review. However, I cannot engage in a conversation with you on review sites. As a psychologist I cannot solicit nor use testimonials. In addition, as a psychologist I need to maintain your confidentiality even after therapy ends, and this includes keeping confidential whether or not you are/were a client of mine.

If you are unhappy with therapy with me, I encourage you to talk with me directly. I think that therapy should model a good working relationship and encourage you to give me feedback, or ask for changes to therapy that would better meet your needs. Sometimes these discussions mirror the issues you wanted to address in other relationships and therefore are an important part of therapy. If you still feel that we can't work together I can provide you with names of other clinicians who might be a better fit for you. If you feel that I haven't provided appropriate psychological services you can also make a complaint to the College of Psychologists.

Email

My email address is: info@drwilkie.ca. I use email in my clinical practice for administrative purposes (e.g., general information about my practice, to set up a time to talk further, to change an appointment). Because email is not a secure method of communication, please don't send personal or clinical information to me via email - let's talk about more secure methods to protect your privacy. If you share an email account or use web-based email, please be aware that I will identify myself in my email to you as Dr. Colleen Wilkie, Registered Psychologist.



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Similar to phone calls, I review and answer email during business hours Monday-Friday and you can expect a response from me the same or next business day. If you are in distress, do not use email to reach me. Similar to written correspondence, I will place our email correspondence on your clinical file.

Texting

I don't use texting in my practice because I find it too informal for a clinical practice. Please contact me via phone or email instead.

YouTube

Feel free to subscribe to my YouTube channel at DrColleenWilkie.

Consultation:

Physician contact: Physical and psychological symptoms often interact. I may encourage you to make an appointment to see your family physician to rule out any medical causes for your symptoms, for a medication evaluation, or for additional support in times of distress. Sometimes it is helpful to consult with your family physician on a regular basis to coordinate treatment and I will ask you for a written consent to release/obtain information in this situation.

Case consultation: It is my standard practice and part of my continuing education to consult with colleagues regarding clinical issues to maintain high quality care. In these situations I don't disclose any identifying information, but focus solely on the clinical issue.

Consent:

I have read and understand this statement. I have had sufficient time to consider this statement carefully, and have asked any questions needed. I consent to being provided with psychological services by Dr. Colleen Wilkie.

Name _____

Signature _____ Date _____

Clinician signature _____ Date _____

Copy of signed consent form provided to client(s)

