

**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 provide your signature. Please don't sign this form if you have any questions. Instead, let's talk by phone to discuss. Please only sign the form when you're comfortable doing so. 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 25 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.

College of Psychologists of British Columbia
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Vancouver, BC
V6J 4S5

(604) 736-6164
www.collegeofpsychologists.bc.ca

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).

Benefits

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. There are some limited exceptions to my ability to maintain confidentiality and they're listed below.

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 (including witnessing of violence in the home) or vulnerable individuals
- 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

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. I'm accountable to the Office of the Information and Privacy Commissioner for BC (www.oipc.bc.ca; 250-387-5629; info@oipc.bc.ca). If you have any questions about your privacy, please ask me. For example, I collect only the information about you as an individual that I need to provide the service you have requested. I keep current and previous clinical files private and secure. I 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.

Social Media and Electronic Communication

Email and Texting

My email address is: drwilkie@hushmail.com and this email address uses encryption. However, I use email in my clinical practice for administrative purposes only (e.g., general information about my practice, to set up a time to talk further, to change an appointment). 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 but contact crisis resources (e.g., 604-951-8855, 310-1234). Similar to written correspondence, I will place our email correspondence on your clinical file.

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.

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.

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.



Legal Involvement

Working with the court system or with your legal counsel is outside my scope of practice and expertise. 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. Regarding email transfer, please use office@drwilkie.ca. This email allows for direct deposit without the need for a password. Please transfer your fee in time for me to process it by the beginning of your session.

Cancellation and lateness policy: You can leave me a voicemail or email if you need to change or cancel a session. If an appointment is cancelled with less than 24 hours notice, the full session fee will be charged, with the exception of sudden illness. If you are late to an appointment, the session will still end at the scheduled time.

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 receiving psychological services by Dr. Colleen Wilkie.

