

AG Psychology Ltd

THERAPY TERMS AND CONDITIONS

This document outlines the terms and conditions for services provided to therapy clients by AG Psychology Ltd.

Confidentiality and Records

At AG Psychology, we provide professional services that are confidential; trustworthy; and discreet. Client privacy and confidentiality is protected with the utmost care and sensitivity, from initial enquiry to the end of therapy and beyond. What is discussed in therapy is confidential between client and therapist, barring exceptional circumstances where a client discloses either a risk of harm to themselves or others at which point we may have to share this information with relevant outside agencies. With your consent, it may be useful or necessary to share information with your GP; we would aim to discuss this beforehand but in exceptional circumstances this may not be possible. All therapists receive clinical supervision where cases are discussed to ensure quality and safe practice; any sharing of details is anonymised and is also bound by confidentiality guidelines.

Personal Information

Client information is handled and stored in accordance with GDPR regulations and is stored digitally on an encrypted system. Such information may comprise contact details, GP practice, and emergency contact/next-of-kin name and telephone number. Any information noted on paper as part of clinical notes during sessions will be transferred onto an encrypted system, and hard copies will be shredded or handed to the client for their personal use (if attending therapy in person). Any identifying information in hard copy is stored securely. Client information will continue to be stored securely for seven years after therapy comes to an end. The client may request to access their personal information at any time.

In the event of illness, injury, death or indisposition for any other reason that would affect their ability to continue working with clients, a member of AG Psychology Ltd will contact the client. Again, this arrangement is bound by confidentiality in accordance with professional practice guidelines and GDPR regulations.

Sessions

Sessions are offered in-person and online, with the option to switch between modalities over the course of therapy if necessary and by mutual agreement. Sessions last up to sixty minutes. Clients arriving or logging in part-way through their allotted time will be seen to the end of the allotted time only; the full session fee will apply. Sessions cancelled less than forty-eight hours before the appointment start time will be charged in full as will non-attendance without prior notice, irrespective of mode of delivery. Payment by bank transfer is preferred. Clients are asked to ensure the transfer is completed prior to their appointment; the appointment will not be confirmed otherwise.

Accepting/confirming appointments

Dr Geddes uses client management software, Halaxy, for case notes and arranging client appointments. Halaxy will be used to generate appointment confirmation and appointment reminder emails. You can request not to receive these emails. Please speak with Dr Geddes about this.

Initial appointments are typically arranged via email or telephone. Follow-up appointments are typically made verbally i.e. at the end of a therapy session. Occasionally, follow-up appointments are made via phonecall, email or through the contact function of the client management software (Halaxy). In all cases, these agreed initial appointments and follow-up appointments are considered as booked. Client management software (Halaxy) will send details of the appointment to you.

Payment of fees

- Payment by bank transfer is preferred.
- Payment of session fees must be made at least 48 hours prior to the beginning of the appointment.
- Sessions cancelled less than forty-eight hours before the appointment start time will be charged in full as will non-attendance without prior notice, irrespective of mode of delivery. This is also irrespective of reason for cancellation/missed appointment.
- Insurance cover and lawyers/3rd party organisations can be used to cover the cost of sessions. Excess amounts are required to be paid for and covered by the client. This will be due to the treating psychologist and will need to be paid by the client until excess is fully cleared.
- In the event of cancellation of appointments with less than 48 hours/missed appointment where insurance/lawyers/3rd party organisation are being used to cover session fees, the client will be responsible for paying the full session fee. This is because these organisations do not cover missed or cancelled appointments. However, it is our policy to charge the full session fee in these instances as we cannot fill slots at short notice and often, your slot is reserved throughout the duration of your therapy. It is common practice for psychology services to adopt this approach to short notice cancelled appointments and missed appointments.

Bank transfers are payable to:

AG Psychology Ltd
04-00-05
97627448

Crisis

AG Psychology Ltd is not able to provide crisis mental health support. Clients who are suicidal or in crisis, or who require urgent attention in relation to their mental health are advised to contact their GP surgery. The following services may also be contacted:

NHS 24: tel. 111. This service is available to give help and advice if your GP surgery is closed and you cannot wait until it re-opens.

Samaritans: tel. 116 123 or email jo@samaritans.org. This service provides twenty-four hour emotional support to individuals who are suicidal or in crisis. By confirming the first therapy appointment with one of our therapists, the client confirms their agreement to the above terms and conditions.

I have read, understood and accept the above terms and conditions

Name:

Signature:

Date:

***A parent or guardian must sign if the client being treated is under the age of 16.**