

*Welcome!*

**PLEASE READ AND SIGN PRIOR TO YOUR INITIAL APPOINTMENT.**

**Standards of Practice.** We maintain the highest standards of professional practice and ethical conduct in accordance with the College of Psychologists of Ontario. The College's mandate is to protect your interests and to ensure you receive excellent service. You are free to discuss any aspect of your care with the College.

As members of the College of Psychologists of Ontario, Psychologists must participate in quality assurance activities to continually update and improve their knowledge and skill. As part of this process, a psychologist may be selected to take part in a peer-assisted review process, conducted by qualified reviewers, who are also members of the College. As part of this process, a psychologist's files may be selected at random, and reviewed. Agents of the College may review files without expressed client consent. The reviewers will use discretion to ensure they do not review any file in which they may have a dual relationship or conflict of interest. Any information obtained as part of this process is kept strictly confidential by the reviewing member.

**Privacy and Confidentiality** Your/your child's sessions are confidential. Unless written permission is given, information may only be released to a child's custodial parent(s), or to another clinician in the child's circle of care. You can ask that information not be shared with other clinicians. Exceptionally, information can be released without your consent if: a) you/your child are deemed to be a danger to yourself or others, b) if child abuse, or abuse by a health professional is suspected, or c) if a court orders the clinician to release information from the file.

Your psychologist only collects the information that is required to provide services. Your information is stored in a locked facility, offsite, and it is not accessible to anyone except your psychologist. Written reports may be stored on an encrypted computer. A printed copy is kept in the file. Children's clinical files must be kept for 10 years past their 18<sup>th</sup> birthday. Dr. Cristina acts as her own information officer, and she can answer any questions you may have.

**Payment.** We ask that payment be made at time of service. (credit card payments are accepted, as well as payment by cash or cheque.) If this is a difficulty for you, please discuss alternatives with your clinician.

**Cancelling Sessions** Unkept appointments may be billed to you if they are not cancelled at least 24 hours in advance. Please help us to use our time efficiently, and remember others may be waiting for an appointment.

**Insurance Coverage for Psychological Service.** OHIP does not cover psychological services. Fees for psychological services qualify as a medical expense, and they are tax deductible. Any insurance inquiries should be directed to your human resources department, or to your supplementary health insurance company. Coverage varies according to your insurance plan. For clients who are claiming their expenses through an extended health care program, submit originals of your receipts and insurance claim forms to your insurance company for reimbursement. Many insurance companies also require the original (not a photocopy) of a referral note from your family physician.

Private insurance companies often contact Dr. Cristina directly to confirm that services were provided as reported on a receipt that has been submitted by the client for reimbursement. Insurance companies obtain consent from the client to contact service providers; Dr. Cristina will request documentation of this consent prior to verifying service provision. Please notify Dr. Cristina if you do not consent to her verification of receipts; otherwise, your signature on this form is your consent for her to confirm service provision.

I have read the above information and accept the terms of the agreement with my clinician.

Signature of client or guardian: \_\_\_\_\_ DATE: \_\_\_\_\_

Signature of service provider: \_\_\_\_\_ DATE: \_\_\_\_\_

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