# **Resonance Psychology - Client Agreement**

***Appointment Times, Fees & Payments***

The initial assessment will consist of between one and three 50 minute appointments. Subsequent appointments are 50 or 80 minutes in length, as agreed with your psychologist. Corporate sessions and group sessions vary in length, and will be agreed with the client.

Payments for appointments should be made at least 48 hours in advance of your appointment. Payments can be made by bank transfer. Initial assessment appointments can be paid on the day of the appointment, but require a £20 deposit 48 hours in advance.

Private health insurance providers would typically pay us directly through a specialised system. Please let us know if you are funding sessions through insurance, and we can set up payments accordingly.

## ***Regular Appointments, Cancellations & Breaks***

If you decide to go ahead with therapy after your initial assessment appointment(s), your psychologist will ask you to commit to regular appointments. We recommend weekly appointments to maintain momentum in therapy.

We expect you to protect the time you have committed to therapy, and arrive to appointments on time. Your psychologist will not be able to extend your appointment if you arrive late.

* 1. Cancellations made with less than 48 hours’ notice will incur the full appointment fee.

Appointments covered by health insurance are subject to the same payment and cancellation procedures as privately funded appointments. Some insurers do not cover fees for missed appointments. You are personally liable for missed appointment fees under these circumstances.

## ***Confidentiality & Record Keeping***

We follow the code of ethics of the British Psychological Society (BPS) as well as the professional practice standards of the Health and Care Professions Council (HCPC) for Practitioner Psychologists.

Information that your share with your psychologist is confidential, and will not be disclosed to third parties without your consent.

Confidentiality may be breached if your psychologist deems it necessary in order to protect you or another person from significant harm, or if compelled by a court order. In these rare scenarios, we aim to keep you informed and involve you in decision making as much as possible.

Psychologists are required to have regular supervision to discuss their work with another psychologist. This is to ensure that best practice is followed, and to support your psychologist’s continued professional development. Conversations about your treatment in supervision are confidential and held anonymously.

Personal, identifiable and sensitive information held about you by Resonance Psychology will be handled and stored securely in accordance with the Data Protection Act (1998). As required by law, we are registered with the Information Commissioner’s Office (ICO).

***Acknowledgement & Informed Consent***

I confirm that:

* I have read and understood Resonance Psychology - Client Agreement;
* I have clarified any questions about this document with the assessing psychologist;
* I agree to abide by these terms of engagement.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_