



GENERAL INFORMATION FOR CLIENTS

Welcome to the Ottawa Couple and Family Institute (OCFI). This document contains important information about the professional services that we offer and the practice policies that we have in place. Our practice is comprised of mental health professionals who offer a variety of psychological treatment and assessment services, including individual, couple, and family therapy, as well as psychological evaluations. In some situations, your needs might be better met by another service within or outside OCFI. In such cases, your therapist will direct you to the appropriate resource.

DELIVERY PLATFORMS

We provide both in-person services as well as teletherapy services. Teletherapy is a form of psychotherapeutic services provided via the internet or telephone. This means you will need to have access to a phone or computer with a webcam and internet. It has the same purpose and intention as psychotherapy or psychological treatment sessions that are conducted face to face. This may involve the practice of health care delivery, diagnosis, consultation, treatment, transfer of medical data, and education using interactive audio, video, or data communication.

Due to the nature of teletherapy, the services provided may be experienced somewhat differently than in-person appointments. We are open to discussing your needs and whether teletherapy is a suitable option for you.

The platform we use is Zoom due to its higher level of security and is compliant to the Personal Health Information Protection Act (PHIPA). Zoom has been developed for Telehealth use and has very high standards by encrypting codes on both sides. We invite you to ask questions if you have any concerns, or you can visit the Zoom website at <https://zoom.us/>.

We would like to inform you that your internet connection can play a big factor in your sessions. If the connection is not strong enough and you feel the quality of therapy is being affected, please let us know and we can work together to find you the best solution. It is suggested that you conduct your sessions in a private room to avoid the risk of being overheard. We encourage you to create a safe environment on your side and we strive to provide the same safe place on our side, aiming for privacy.

Contraindications to teletherapy- There are some circumstances in which teletherapy is not considered a suitable method of treatment delivery. Clients who are actively at risk from self-harm, are suicidal, or at risk of violence may not be suitable for teletherapy services, as they may need more psychical help and support. If you are at risk we can collaborate, along with your family doctor, and/or other health care providers to develop a safety plan together and review it periodically.

FEES AND PAYMENT FOR SERVICES

Psychological services are not covered by OHIP but can be fully or partially covered by your extended health benefits. As we bill directly to the client your coverages may vary so we encourage you to speak with your provider for further details. Payment is due at the end of each session, providing you a receipt via email through our Jane database or by mail.

Psychological services provided in private practice in Ontario are NOT covered by the provincial health plan (OHIP). However, many private insurance carriers (e.g., Blue Cross, etc.) may cover a portion of the cost. Often, but not always, a medical referral in the form of a brief letter from a physician to the insurance company is required prior to commencement of services in order for the client to be eligible for insurance benefits. For more information, please contact your insurance company before beginning psychological treatment.

It is expected that payment for service be made at the end of each session unless other arrangements have been made. You will receive a receipt that can be forwarded to your insurance carrier if it covers psychological services.

Most sessions last approximately one hour in length, at a standard hourly rate of \$240. Please note that our fee of \$240 per hour is \$15.00 above the recommended fee set by the Ontario Psychological Association in 2013. Do not hesitate to discuss any queries with your therapist. It is also important to us to let you know our costs may increase during your course of treatment.

CANCELLED AND MISSED APPOINTMENTS

Should you need to cancel or reschedule your appointment we ask that you provide 24 hours notice. This allows the therapist to reschedule their time accordingly. If you do miss or cancel an appointment with less than 24 hours notice a full session fee will be charged to your account.

PERSONAL AND CONFIDENTIAL INFORMATION

Ottawa Couple and Family Institute will collect information from you such as your name, telephone number, email address, date of birth, and home address. We require this information to provide you with the appropriate psychological or therapeutic counselling services for individuals, couples, or families as required by our governing bodies. This information will be securely added to our Jane database. For further information about our Jane database and the privacy policies please visit <https://jane.app/legal/privacy-policy>.

OCFI's Privacy Policy outlines the need for collecting your information, how we use it, the disclosure of personal information, and allows you access to your own file. OCFI. Inc. takes all necessary precautions to ensure the safety of your information, whether electronically or paper. If you have any further questions or concerns regarding the Privacy Policy, please reach out to your therapist.

RIGHTS AND RESPONSIBILITIES

You have the right to withdraw consent at any time. It will not affect your right to further treatment, and we will support you in finding a local therapist if you wish.

The laws that protect the confidentiality of your medical information also apply to telehealth. As such, you understand your information disclosed to the therapist during therapy is generally confidential.

The client understands there are risks and consequences from telehealth, including, but not limited to, the possibility of the transmission of medical information that could be disrupted or distorted by technical failures, and the transmission of medical information could be interrupted by unauthorized persons.

The client understands teletherapy-based services and care may not be as complete as face-to-face services.

The client understands there are potential risks and benefits associated with any form of psychotherapy, and that despite all efforts from your therapist, your condition may not improve, and in some cases may even get worse. We hope you benefit from telehealth, but the results can not be guaranteed or assured.

The client understands they can reach out to the local distress centre if they require mental health services. You can contact them by phone at 613-238-3311 or by text 343-306-5550 or present yourself to the nearest emergency room.

LIMITS TO CONFIDENTIALITY

There are strict professional and ethical standards pertaining to confidentiality of client information. With a few exceptions, information about your treatment history will not be given without your explicit consent. The following are examples of situations where health professionals are required by law to disclose confidential information:

1. Where the health care provider has reasonable grounds to suspect that a person younger than 16 years of age is or may be suffering or may have suffered abuse in the form of either physical harm, emotional harm, sexual molestation, sexual exploitation, or neglect
2. Where the health care provider is informed of sexual abuse of the client by another health care provider and the client provides that health care provider's name
3. In response to court order, warrant, subpoena, or summons to witness
4. Where the health care provider has reasonable grounds to believe that the client is at risk for harming self or others. The health care provider will consider if there is (a) a clear risk to a person or group of persons and (b) a risk of serious bodily harm or death and (c) a sense of urgency due to the nature of the threat
5. Where the College of Psychologists of Ontario conducts professional quality assurance review
6. In the context of a Missing Person Case, when an Order or a Search Warrant requires a person to provide information for the purpose of eliminating or reducing a significant risk of serious bodily harm
7. Inform the Ministry of Health and Long-Term Care of any abuse or neglect of a resident living in a Long-Term Care facility or Retirement Home

Frank and open discussion of any of the above is encouraged.

CONSENT FOR TREATMENT

By signing this form, you are acknowledging your understanding and agreement of the conditions outlined above. You also acknowledge that the issue of confidentiality has been fully discussed with you and that all questions were answered to your satisfaction.

My therapist has reviewed this document with me, and I have had the opportunity to ask questions related to the above content.

If you are comfortable with the information above, please sign and date.

DATE:

CLIENT NAME:

CONSENT: Yes

No

SIGNATURE:

CLIENT NAME:

CONSENT: Yes

No

SIGNATURE:

THERAPIST NAME:

THERAPIST SIGNATURE:
