

Jaeger Psychology Practice and Psychological Treatment Information and Consent Form

My name is Christiane Jaeger. I am an AHPRA registered generalist psychologist (PSY0001896111). The registration ensures that client treatment is based on ethical standards with the best interest of the client and informed consent as paramount principles to be applied.

As a client in psychotherapy, you have certain rights that are important for you to understand, because this is your therapy seeking your well-being.

This document is designed to inform you about

- the psychological treatment approach
- the management of information that you disclose to your psychologist
- risks associated with engaging in psychotherapy
- duration of treatment
- fees and cancellation policy - detailed in a separate document

Psychological treatment approach

We will be using evidence-based treatments for psychological problems. Effectiveness is enhanced by building trust and working together, matching client personality, background, goals and the kind of presenting problems with evidence-based therapeutic approaches. We will discuss what might be the most suitable approach for you as part of your informed consent and you are encouraged to ask questions and have a clear voice in treatment.

What happens to information that you disclose to your psychologist

Therapy addresses issues of a highly personal nature and it is important to me as a treating psychologist that you have confidence in my ability to manage your records responsibly.

I will need to collect and record personal information that is relevant to your current situation. Information is gathered as part of the assessment and treatment of a client's condition and is seen only by the psychologist. The information is securely retained in either electronic form or hard copy documents in a locked filing cabinet, in order to document any communications, treatment plans and what happens during sessions. It enables the psychologist to provide a relevant and informed psychological service.

Confidentiality

Aside from certain specific exceptions described below, you have the absolute right to confidentiality of your information. You are assured that all personal information gathered by me, the treating psychologist during the provision of the psychological service will remain confidential and secure.

It is important for you to know as part of your informed consent to treatment that there are exceptions, in which all psychologists are mandated (by law) to break confidentiality. This can occur when:

1. A failure to disclose information given to a psychologist would place you or another person at serious risk of harm. In such a case, I, as your treating psychologist, am mandated to contact other appropriate professionals, such as a crisis service and/or police for a welfare check or other measures.
NB: The Family Violence Protection Amendment Bill 2017 overrides the Privacy Act 1988 in case of conflict between the two laws.
2. The information you have given to your psychologist is subpoenaed (officially requested) by a court of law.
3. Your expressed consent to 'Share client information' - see below) in the form of verbal or written prior approval to disclose information in order to
 - a. provide a written or verbal report to another professional or agency, eg. a GP or lawyer; or
 - b. discuss the material with another person, eg. a parent, carer, employer, another healthcare provider, who is involved in your care for care coordination that is in your best interest.
4. Consent to sharing of information is implied, such as with the referrer, e.g. GP or psychiatrist. Implied means that by your actions you indicate consent to sharing of information. For example, by accepting a GP referral to my psychological service you imply consent to sharing information about you between the referrer and the treating psychologist.

Sharing of client information

There may be times when, as part of the assessment and therapy process, it may be helpful for your psychologist to liaise with other people or agencies that are relevant to your therapy goals (e.g. your GP, specialist, parent, WorkCover, etc.).

At the start and if the occasion arises later in treatment we will discuss this matter and fill out a form to be signed stating the names and roles of people you consent for the psychologist to share information with.

Please note that, if you intend to claim rebates from Medicare or another organisation (such as WorkCover or TAC), then your psychologist must provide summary reports to external agencies regarding your treatment progress. Under the Medicare scheme these reports will normally be sent to your referring GP or psychiatrist. For example, I will write a brief letter about attendance and outcome after the first and sixth session to the referring GP or psychiatrist.

Accessing your information

The psychology services provided by Jaeger Psychology are bound by the legal requirements of the National Privacy Principles from the Privacy Amendment (Private Sector) Act 2000. All communications between you and your psychologist become part of your clinical records, which are stored in your client file. Client files are held mostly electronically in a secure system and hard copy documents in a locked filing cabinet that is accessible only by your treating psychologist. A client has a general right of access to all information in their file, unless one of the exceptions to National Privacy Principle 6 applies. These exceptions restrict access where:

- giving access would pose a serious threat to the physical or mental health of any individual giving access would jeopardise the privacy of others
- giving access would hinder any law enforcement activities

If you wish to view and / or have a copy of the material recorded in your file then, by law, it is necessary to make the request in writing

Risks associated with engaging in psychotherapy

Treatment is not risk free in terms of experiencing distress and outcome.

The nature of the psychotherapeutic work entails that distress might be experienced, such as from distressing memories. This is often an essential component of assessment, when the psychologist needs to get to know you and working through the troubling issues towards experiencing less distress in future.

We will strive to minimise the distress in a manner that keeps you feeling safe and supported, however, there is no guarantee that we will always be successful.

In case of needing support for acute mental deterioration after hours, contact Emergency 000 or Mildura Base Hospital Mental Health on 5023 3500.

Other 24/7 support services are Lifeline, Directline for alcohol & other drugs related issues, and Beyond Blue.

Sometimes interpersonal relationships with family, friends or other people change as an outcome of treatment, since the outcome goal is often a desired behaviour change that others may then have to adjust to, which might not always be experienced as easy.

There is also no guarantee that the desired treatment outcome will be achieved despite my commitment to evidence-based and effective collaborative work.

Treatment and session duration

Sessions will mostly last 50 minutes and consist of talking face-to-face, occasionally by telephone, telehealth or other means, such as emailing or text messages. To safeguard confidentiality, I will encourage the use of encrypted emails and end-to-end encrypted secure SMS, such as with Signal messaging app.

During sessions, I might ask you to fill out screening tools to monitor progress or administer a psychometric test with your consent to clarify issues and a diagnosis.

There is usually a limit on the maximum number of sessions. The limit on Medicare rebated sessions under the Better Access scheme is 10 individual and 10 group sessions per calendar year (January 1st - December 31st). We will discuss this at the first session and formulate a treatment plan.

I anticipate that sessions are attended as scheduled. Since there is no waiting room, it is best if you attend on time. If you attend early, you will have to wait outside or in your car. Several unexplained non-attendances and late cancellations (within 24 hours of the appointment time) may lead to discharge from the service.

I anticipate that you ask me any questions that might arise for you and tell me when something does not gel with you. My role is to work with you, and I need your collaborative

feedback to do it well. Effective treatment requires that we both put effort into the therapeutic work in and between sessions.

Unless court ordered, treatment is voluntary and you have the right to terminate at any stage. I might ask you for the reason of termination so that I can learn from it and improve my practice.

Fees and cancellation policy

I offer a scaling fee schedule to facilitate affordability and rely on clients' honesty in declaring which fee might be affordable to them.

If, for some reason an appointment needs to be cancelled or rescheduled, please give 24-hours' notice by either calling, emailing or sending me a text message. Otherwise, i.e. if there were no extenuating circumstances, a cancellation fee of \$20.00 may be charged that will be added to the fee of the next appointment.

Details are in a separate document as they are subject to change.

NOTE:

If you have any questions and concerns about above matters and the conduct of Christiane Jaeger, please, bring the issue to her attention. Christiane Jaeger's primary concern is your best interest.

You may also call either the Psychology Board of Australia on 1300 419 495 or the Australian Psychological Society on 03-8662 3300.

Please Note: If, after reading this page you are unsure of what is written, please discuss it with your psychologist before signing.

Confirmation of Informed Consent

I, *(print name in Block Capitals)*....., have read and understood the Information and Consent Form document.

I agree to these conditions for the psychological service provided by Christiane Jaeger from Jaeger Psychology.

Signature

Date

Psychologist Signature

Date