



The Child Psychologist

Terms of service

Introduction

This is an agreement between the Practitioner and the Child or Parent / Legal Guardian of the child. Please read through this in advance of attending any sessions. If you have any questions or require clarification about anything in this document, please contact us in advance of your session.

By attending sessions, you are acknowledging that you understand and agree to abide by the policies detailed in this document. Please respond in writing (email) if you do not agree to the terms and conditions of this agreement before attending your appointment.

Scope of services and out of hours

Our Practitioners are qualified to work with a variety of people and problems, but sometimes it may be appropriate for another professional to support you to address a particular concern. If this is the case our Practitioners will discuss it with you and provide a referral to another professional.

Contact outside sessions is encouraged mainly for re-scheduling appointments. Please be mindful that The Child Psychologist does not offer a crisis service. If you require emergency support please contact your GP, NHS 111 online service or 999. However, in a crisis situation you can leave a message by email or text and a Practitioner will be in contact as soon as they are able.

Confidentiality and supervision

All Practitioners at The Child Psychologist abide by their professional codes of practice including confidentiality as defined by their accrediting organisation. This includes the responsibility to manage your information confidentially and in line with GDPR.

The information about current or past clients, and anything shared during sessions is considered confidential information and cannot be disclosed without written or verbal consent to do so. There are situations in which The Child Psychologist and/or your Practitioner may be mandated or allowed to share information without your consent:

1. Where The Child Psychologist and/or the Practitioner is compelled by a court of law.
2. Where the information is of such gravity that confidentiality cannot be maintained. This includes instances in which the Practitioner considers the client or others to be in imminent danger. For example:
 - Threat of harm to someone else or to yourself; or
 - Abuse to child, disabled person, elderly, or other people.
3. Any other instance where the Practitioner has a firm belief that there is a necessity to disclose.

The Child Psychologist and/or your Practitioner will endeavour to speak to you before breaking confidentiality and any recommendations will be documented. If this is not possible due to any limitations or unforeseen circumstances The Child Psychologist and/or the Practitioner may have to proceed with the breach of confidentiality.

The Practitioner also requires your confidentiality. Any material produced in the session (e.g., session notes, written homework, and psychoeducational material) is intellectual property of The Child Psychologist. It is not



permissible for you to disclose any written, recorded or distributed correspondence/material related to the session, pre-session or post-session. The correspondence and all therapy material shared between you and the Practitioner is issued and intended for your use according to the Client's individual treatment plan. Under no circumstances are you permitted to record (video, audio) the session (on the phone or any other device) unless the Practitioner has issued consent in writing.

Practitioners are required by their professional accrediting bodies to be in regular clinical supervision where they discuss aspects of their work with a clinical supervisor and / or outsider clinical sources who are also accredited with a professional body, abide by the ethical framework and guidelines of their profession, and are bound by confidentiality. Practitioners do not reveal personal identifiable information during these sessions and supervision itself is confidential between practitioner and supervisor.

Sessions and cancellations

Our Practitioners regret that if you are late for an appointment, they will not be able to make up time. It will be up to the Practitioner to use their professional judgement whether to complete a partial session, or reschedule, however standard charges will apply.

Your Practitioner reserves the right to terminate the session if the Therapy is not considered in the best interest of the patient. The Practitioner reserves the right not to disclose the reason for the session's termination. In these circumstances, no refund will be given.

Sessions cancelled less than 2 working days in advance and missed sessions will be charged the full standard rate.

Fees and Payments

Fees vary by type of session or assessment. A price list for services relevant to you will be provided in advance of sessions. If you are having any trouble with payments, please contact The Child Psychologist in the first instance.

Private Pay:

Payment should be made in advance of the beginning of each session by bank transfer, or by card over the phone or in our offices. A payment receipt can be provided to you upon request. The Child Psychologist reserves the right not to start a session until payment has been received.

For ongoing support, groups of sessions may be purchased in advance in 'packages' (e.g. 4-12 sessions).

Insurance:

Please agree the scope of cover with your Insurer and provide The Child Psychologist with your insurance details in advance of the beginning of your first session. The Child Psychologist will invoice your insurer directly.

Your rights and complaints

You have the right to access your clinical notes. Beyond the clinical notes, any details held about the you are for the Practitioner's own use and not shared. If you would like a copy of some or all of your clinical notes, then you must request these in writing (or email) to the Practitioner.

If you have a complaint about your Practitioner, please contact their professional body. You can find information about your practitioner and accrediting organisation on our website. Please also contact Dr Pippa Busch should you wish to discuss any aspect of your care.

