

Consent to Services Adult Form

Welcome to the Psychological Service Centre (PSC). This document summarizes some of the important information that you need to know when coming here as a client. Please read this over. If there is anything that you want more information about, your clinician can help you. So that our records are clear that we shared this information with you, we ask that you sign this document after you have reviewed it.

Who we are: The PSC is the primary training clinic for the Clinical Psychology Program at the University of Manitoba. All work is done by graduate student clinicians who are supervised by registered psychologists. These supervisors are ultimately responsible for the work that is done. Students at the PSC are also involved in advanced coursework and psychological research projects necessary to complete their doctorates in clinical psychology. No fees are charged at the PSC and the cost of operating the PSC is funded by the University of Manitoba.

Cancelling appointments: As students are often at the PSC only to see their clients, it is important to call if you can't make an appointment. Graduate students in clinical psychology face a heavy academic program and when clients fail to notify us about a cancellation, it costs the student valuable time waiting. Clients who consistently fail to attend will have services cancelled.

How work is supervised: Video recording of sessions is routine. These recordings are used for giving feedback to the student clinicians about their work and to ensure that all work is competent and professional. These recordings are encrypted and are for internal supervision only. These recordings are also erased after viewing and are not retained in your health record. Sometimes students discuss their cases in group supervision or in their graduate classes. If this is done, the client's identifying information is never presented.

Types of services:

- Clients seen for psychotherapy usually follow this process:
 1. An initial intake.
 2. Subsequent therapy sessions are usually 50 minutes in length and are often weekly. You may be given an outcome measure to complete at the beginning of each session as well.
 3. Treatment is usually terminated by four months as the student's practicum will be nearing completion, so typical treatment would involve around 12 to 16 sessions. If your treatment goals are met after fewer meetings, then you may stop sooner.
- Clients seen for assessment usually follow this process:
 1. Initial intake (some clinicians also send out a history questionnaire before this meeting).

2. Psychological testing, which might be the same day. Usually several hours are needed to complete this. Sometimes testing takes more than one appointment.
3. Feedback meeting to discuss the results.
4. Preparation of the assessment report. If the client was referred by someone else then a copy of this report normally goes to this clinician and, in most cases, to the client as well.

Measuring change: At the PSC, many cases involve the use of outcome measures, which are short questionnaires administered on a device such as an iPad, smart phone, or computer or by paper that you complete just before or just after therapy sessions. It takes only a few minutes to complete this brief assessment. This information is used by the clinician to track changes in your thoughts, feelings, and behaviour over time. Research has shown that both the client's treatment and the therapist's training are improved by collecting this type of ongoing feedback. The questionnaires used are web-based; however, the information is stored by an ID code and not by your name. A summary of this information will be transferred to your secure health record, usually once services are complete. Normally, this information is only reviewed by your clinician and the clinician's supervisor. If your therapist is using such a measure, you are welcome to see the summary of the information yourself. Annual summaries of this outcome data averaged across all clients will be used at the PSC for internal program evaluation purposes. This outcome data might also be used for archival research involving large numbers of clients, but only in approved projects that have had a formal ethics review and only when the identifying information of all clients has been removed.

Length of treatment: As students see clients during defined clinical practicum, our treatment services are shorter-term and usually end after four months, although successful treatment can sometimes take less time. We are not normally able to offer longer-term work, although sometimes treatment cases might be transferred to another student clinician. We are also not able to offer emergency or after-hours services. If you wish to have a list of other options for obtaining services, including crisis services, the receptionist can provide you with some information.

Privacy: Any information you provide to your clinician is considered health information and is therefore covered by the *Personal Health Information Act (PHIA)*. Your health information at the PSC is private and would only be shared with others with your knowledge and consent. Some of your health information may be stored as paper (e.g., psychological test results) and some would be stored electronically (e.g., psychotherapy notes). The University retains health records for 10 years. This electronic health record information is kept on a secure server and is not accessible via the internet. Video recordings are not retained in your health record, as mentioned earlier.

There are some exceptions to confidentiality, however, such as when the safety of a child or other vulnerable person is at risk. For example, suspected or unreported child abuse must be reported to Child and Family Services authorities according to Manitoba law. Imminent harm to self or others might also trigger disclosure of health information to the proper authority. Health records can also be subject to court order. (Note, we make an effort to screen out cases that might involve court.) If you have any questions about privacy or the limits of confidentiality you should discuss these with your clinician before services begin or at any time over the course of your meetings.

Potential Risks and Benefits of Psychological Services:

- **Therapy Services:** Psychotherapy is intended to help you develop increased self-knowledge, change emotions, facilitate changes in behaviour, improve relationships, and help you accomplish your goals (among many potential effects). However, psychotherapy can sometimes be emotionally challenging and the consequences for your life might not be what you initially expected. This is normal and is something you can discuss with your student clinician over the course of your meetings.
- **Assessment Services:** A psychological assessment is intended to give you or a referring clinician greater insight into your cognitive or personality functioning, or to determine if you meet criteria for a mental disorder of some type. This clinical opinion would then play an important next step in your overall health care. However, the conclusions drawn from an assessment may not be what you expect or could lead to information that is difficult to learn about yourself. In some cases, the assessment report might also comment upon the client’s level of effort during testing or if there are any concerns about the client’s level of honesty in responding. Finally, once an assessment is done, it cannot be undone, and the resulting assessment report becomes a part of the health record at the PSC whatever the results, so don’t proceed with the assessment unless you are comfortable doing so. With this caution in mind, it is also the case that such concerns from our clients have been rare.

Consent Practices: Psychologists must obtain adequate informed consent from the client, or individual or agency with the legal authority to consent on the client’s behalf, in the cases where the adult client doesn’t have full decision making capacity prior to providing psychological services to the client.

My signature on this document is my consent for treatment and acknowledgements that I have read, understood, and agree to the conditions described above.

(If you have any questions or concerns feel free to ask the student clinician prior to signing.)

Client Name (Printed): _____

Client Signature: _____ Date: _____

This section to be filled out only if applicable: Legal Guardian’s Name (Printed): _____ Legal Guardian’s Signature: _____ Date: _____
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Student Clinician’s Name (Printed): _____

Student Clinician’s Signature: _____

Supervisor’s Name (Printed): _____

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