



Psychological Care Centre

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CLIENT INFORMATION DOCUMENT

This document briefly tells you what you can expect from the psychotherapy process. Please read it with care and, if there is anything that you do not understand, please discuss it with our Office Administrator and/or your psychologist at any time during the therapeutic process.

PSYCHOTHERAPY SESSIONS

- Standard sessions of 50 to 60 minutes are scheduled on a weekly basis, or more often if needed. The duration of your ongoing therapy process will depend on a range of factors, which you can discuss with your psychologist.

CONFIDENTIALITY

- All private information collected about you will be treated as confidential. Your psychologist will not disclose any information about you without your consent, except in situations where legal or professional guidelines, or an emergency situation requires them to do so. These exceptional circumstances of disclosure include:
 - If you or anyone else is at risk of harm (either from yourself or a third-party),
 - If the psychologist is court-ordered to disclose information, and
 - If the psychologist suspects child abuse and/or neglect.
- Providing feedback regarding your therapeutic process to a third-party is only exercised with your consent and/or at the discretion of your psychologist during the above-mentioned exceptional circumstances.
- Medical Aid Schemes require diagnostic coding in order to pay a psychologist's account. If you explicitly refuse to allow your psychologist to furnish this information, unfortunately, the Scheme will refuse to pay the account on your behalf, and you will be liable for the fees.
- The issuing of medical certificates, and the information provided in the certificate, is at the discretion of your psychologist. Your psychologist is not required to issue such documents and will do so only if the psychologist deems it appropriate and ethical.

FEES AND PAYMENT

- **Medical Aid Schemes:** If the person responsible is a member of a medical aid scheme, it is their duty to find out which portion of the account the scheme will pay. We charge the medical aid tariff, as determined by the SA Council of Medical Aid Schemes in their National Reference Price List. The practice submits Medical Aid e-claims directly on behalf of the client. If the Medical Aid Scheme fails to pay the account in full for any reason whatsoever, the person responsible for the account will be liable for the amount outstanding.
- **Private Clients:** The practice offers a discounted cash tariff for clients who do not have Medical Aid Scheme cover or whose Medical Aid Scheme imposes limits. Accounts are presented to clients at the last session of the month and are due by the end of that treatment month. *The discounted cash tariff applies only to accounts which are settled on time, i.e. by the last day of the treatment month. Where accounts are paid late, this discount falls away and clients are liable at the full rate.*
- Please let your psychologist and/or the Office Administrator know in advance if there will be any difficulty paying your account. This will allow us to determine timeously how we could possibly accommodate you.

Verna Connan
Clinical Psychologist

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PS 0075531 | PR 0076376

Claire Marais
Clinical Psychologist

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Marlé Coertzen
Counselling Psychologist

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Clinical Psychologist

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- Should an account remain unpaid, we will regrettably have to hand over outstanding fees to our attorney for collection. The person responsible for the payment of the account will also be liable for the debt collection fees.
- Fees are increased annually, on 1 January, determined by the inflation rate.

CANCELLATION AND MISSED APPOINTMENT POLICY

- We practice a 24-hour cancellation policy which means that should you not be able to keep an appointment, you must please cancel or reschedule the appointment 24 hours in advance.
- If you fail to do so without a reasonable and timeous explanation, the person responsible for the payment of the account will be held liable for the session. Should you be late for a session, or have to leave early, the session will still be charged in full and the appointment will remain within the scheduled time.
- This same policy also applies to missed sessions where a reasonable explanation is not given within a timeous period after the missed session.

PROFESSIONAL BOUNDARIES

- The relationship between client and psychologist is strictly a professional one. This means that it will not become a friendly, business, sexual, exploitative, or otherwise intimate relationship at any time.
- Both the client and the psychologist have a responsibility to maintain these boundaries, including maintaining professional boundaries on any social media platform and also within the small town of Grahamstown/Makhanda.

IN THE EVENT OF EMERGENCIES / AFTER-HOURS ACCESSIBILITY

- Please note that your psychologist is not required to be available after hours. Any contact outside of business hours is at the discretion of your psychologist.
- In the case of a psychological emergency, clients are requested to contact their medical doctors or approach your nearest Hospital. Medical doctors can assist with any pharmacological intervention, emergency hospitalisations, and referrals.
- Other emergency numbers include:
 - South African Depression and Anxiety Group (SADAG)
 - Mental Health Line: (011) 234 4837 or SMS 31393
 - Suicide Prevention Line: 0800 567 567
 - South Africa Suicide Crisis Helpline: 0800 21 22 23 / 0800 12 13 14

RIGHTS OF USERS OF PSYCHOLOGICAL SERVICES

It is encouraged that all prospective and current clients familiarise themselves with their rights as users of psychological services. This information can be obtained from the Health Professions Council of South Africa website and the Professional Board for Psychology (www.hpcs.co.za).

COMPLIANCE WITH THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013 (POPIA)

The practice collects and stores information about you in order to adhere to its administrative requirements and to enable your practitioner to continually assess, treat, and manage your clinical best interest. The practice will use your personal information only for the purposes for which it was collected and agreed with you, and it may disclose your personal information to our service providers who are involved in the delivery of services to you (e.g. for billing purposes). The practice has agreements in place to ensure that these service providers comply with POPIA privacy requirements. The practice will, on an on-going basis, continue to review our security controls and related processes to ensure that your personal information remains secure. You have the right to request a copy of the personal information we hold about you. Please note that any such access request may be subject to the payment of a legally-appropriate fee.

Thank you for your attention to the above, and we look forward to welcoming you to the Psychological Care Centre