

DR. SARAH MADDOCKS

Psychologist

Welcome to my Practice

I am pleased to have you as a client and hope that we will be able to work productively together. Feel free to ask any questions you have and give me feedback about what you find helpful or not so helpful about the way therapy is going.

Background and Qualifications:

I am a registered psychologist with both the College of Psychologists of Ontario and the Canadian Register of Health Services Providers in Psychology. Registration as a psychologist in Ontario requires a doctoral degree in psychology from a recognized university, one year of supervised postdoctoral clinical experience, and passing written and oral examinations. I have been a registered psychologist since 1988, and have worked in teaching hospital and community health settings in addition to private practice since that time.

I work with adults, couples and groups, am experienced in both psychological assessment and treatment and assist people who experience anxiety, stress – including posttraumatic stress, depression, adjustment to life changes, relationship difficulties, physical health problems and weight, body shape and eating concerns. The treatment you receive will be agreed upon by both of us as the most appropriate and relevant treatment; and I encourage a collaborative approach.

Fees and Billing:

Our appointment times are important to me, and I will make every effort to give you plenty of notice if I need to change or cancel a session. I would ask that you also give at least 24 hours notice if you need to change or cancel an appointment. If you do not show up for a session, or cancel with less than a day's notice, full fees will be charged. Telephone calls will not be

DR. SARAH MADDOCKS, PSYCHOLOGIST

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billed, unless they exceed about ten minutes. Under those circumstances, I charge the regular session rate according to the time spent. Reports, if they prove to be necessary, will incur charges appropriate to the length of the report and time taken for completion. Fees may be raised during treatment; this would be fully discussed with you before any such change in fees would take place.

Our sessions will typically last 50 minutes, with the remaining 10 minutes of the hour being reserved for making notes and planning treatment. Unless my fees are covered directly from your health plan, I will ask for payment at the end of each visit. I will provide a signed receipt that you can submit to your insurance company for reimbursement and/or save for tax purposes (the services of a registered psychologist can often be deducted as a medical expense). I will be happy to sign forms you need to submit for reimbursement but typically do not accept payment directly from an insurance company.

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Confidentiality:

Confidentiality is an important part of therapy. All of the information you share with me will remain private and confidential, unless you give me specific permission to share it. When a person has been referred to me by a physician, it is my practice to write a brief note to that doctor after I have met with the client for the first time. Please let me know if you do not feel comfortable with this. For consultation purposes, I sometimes discuss client matters with other professionals who I feel could provide helpful suggestions. I will not mention your name or identifying information to any other professionals unless I have your permission in advance.

There are some conditions under which I would have to break confidentiality, as listed below:

- Concern that a child is being abused. If I learn while talking to you that a child is at risk of being seriously harmed, I will report this situation to the Children's Aid society.
- A person is in serious danger. If there is an immediate danger that you might seriously injure yourself or someone else, then I will do what is necessary to protect personal safety.
- Possible sexual misconduct by another health professional. If you tell me that another health professional has said or done something sexually inappropriate to you, then I am required to report the name and questionable actions of this professional to his or her licensing body.
- Court subpoena. If I or my clinical records are required legally by a court, that I must provide the required information to the court, even if I do not have your permission.
- Review by the Ontario College of psychology. If requested as part of an investigation or quality assurance audit, I must open my files to the College of Psychology.

Privacy:

Personal information includes; name, address, phone number, place of work, email and voice mail messages, psychological reports, referral notes to third parties, clinical progress notes. I

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am legally and professionally obliged to protect that information. I collect personal information from clients in order to assess client needs, provide psychological services, to bill for services and to communicate with both you and third parties as necessary. Progress notes are essential to tracking improvement. The information that I collect is limited to what is necessary for ongoing treatment and provision of care. I have on file a fuller document relating to the Privacy Act (PIPEDA), and you may peruse this document at any time.

Records:

All current records are kept in my office. All others are kept in a secure storage for a minimum of ten years after termination of contact. All files are kept in locked file cabinets and no one other than myself is allowed to look at client files.

Emergencies:

If an urgent problem comes up between sessions, I can be contacted during business hours, and will be glad to schedule an extra appointment as soon as possible. Outside of business hours, immediate help is available through the telephone crisis centres listed on the front inside cover of the phone book, from the Gerstein centre in Toronto (416 929-5200) or from your local hospital emergency department.

About my Office:

I am required by my rental agreement to provide the following information:
The building at 114 Maitland Street is owned by the The Hincks-Dellcrest Centre. Other than renting space, I am not affiliated in any way with this centre.