

**INFORMATION BULLETIN**  
**What every client should be told!**  
**A CHECKLIST**

Psychologists are well aware that clients should be INFORMED regarding a "truthful, understandable, and reasonably complete account of the client's condition.... The client should also be fully informed as to the purpose and nature of any evaluation, treatment, or other procedures, and the client must be informed about the right to freedom of choice regarding services provided. OAC rule 4732-17-01 (C)(2).

Clients also have the right to be informed regarding the parameters of the professional relationship with a psychologist or school psychologist. Therefore, it is considered good practice to inform all clients of the information listed in the "checklist" below at the beginning of a professional relationship or at least very early in that process.

Psychologists and school psychologists could ask themselves if they have informed each and every new client about:

- \_\_\_\_\_ Name and address of practice/office
- \_\_\_\_\_ Telephone number during the day
- \_\_\_\_\_ Emergency telephone number - 24-hour telephone number
- \_\_\_\_\_ Cost per session of individual psychotherapy
- \_\_\_\_\_ Cost per session of family, group, parent counseling/therapy
- \_\_\_\_\_ Cost for other services, i.e., tests, testimony, telephone calls, etc.
- \_\_\_\_\_ Payment procedures, i.e., copay and billing third-party payers
- \_\_\_\_\_ How and when client is billed, including for "no-shows"
- \_\_\_\_\_ Policy regarding cancellation of session by client
- \_\_\_\_\_ Limits of confidentiality, i.e., reporting laws\*, group or couple sessions
- \_\_\_\_\_ How client can release information
- \_\_\_\_\_ Confidentiality and feedback to client when third-party referral
- \_\_\_\_\_ Confidentiality if court-ordered evaluation or if child is focus of treatment

When a psychologist or school psychologist is providing services to a client or clients through a supervisee, current law and rules (OAC rule 4732-13-04 (C)(12)) REQUIRE that the client is advised of the additional information in the next "Checklist" items:

- \_\_\_\_\_ Brief description of services to be provided
- \_\_\_\_\_ Name of supervising psychologist or school psychologist
- \_\_\_\_\_ Billing will be made by supervisor or by name of group practice
- \_\_\_\_\_ Supervisee telephone number as well as supervisor's number
- \_\_\_\_\_ Limits of confidentiality -- therapy progress will be discussed with supervisor
- \_\_\_\_\_ Parameters of professional relationship between supervisee and supervisor
- \_\_\_\_\_ Availability of the supervisor if client(s) wish to make contact
- \_\_\_\_\_ Supervisor is responsible for client welfare
- \_\_\_\_\_ Signature of client(s), supervisee, and supervisor -- supervisor keeps the signed statement with separate supervision notes

Many psychologists and school psychologists work in settings which require the disclosure of other information such as non-discrimination policies or a policy that no client will be denied service because of lack of funds. Certainly unique circumstances could add information to provide clients, but the above checklist is a description of what clients should be told at the beginning of a professional relationship.

This "checklist" is provided as a suggestion to licensees to assist them in meeting the general requirements of informing clients. While it is not necessary to keep a copy of this "checklist" in each client file, it may be beneficial for psychologists and school psychologists to make some notation in client files that the information has been discussed. With regard to the supervisee "disclosure" statement, the supervisor is required to keep a signed copy in supervision notes.

Adopted by the State Board of Psychology      June 18, 1999  
This INFORMATION BULLETIN replaces January, 1996, REMINDER TO SUPERVISEES

**\*LIMITS OF CONFIDENTIALITY:** Duty to Report Suspected Injury or Neglect of Child **RC sec 2151.421**; Suspected Abuse of Adult **RC sec 5101.61**; Believed Abuse of MR/DD Adult **RC sec 5123.61**; Note Knowledge/Belief of Domestic Violence/Abuse in Client Records **RC sec 2921.22**