

INFORMATION BULLETIN
What every client receiving psychological services 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., co-pay 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.

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