

Therapy Terms and Conditions – Updated March 2021

This documents outlines the Terms and Conditions for services provided to therapy clients by Dr Rachel M Allan.

Additional/amended terms may apply for supervision and other professional services.

Full terms and policy documents for Dr Rachel M Allan are available on request. The Privacy Policy for Dr Rachel M Allan can be viewed [here](#).

Confidentiality and Records

Dr Rachel M Allan recognises that it is essential for professional therapy services to be confidential, trustworthy, secure and discreet. Client privacy and confidentiality is protected with the utmost care and sensitivity. Dr Rachel M Allan is committed to protecting the privacy of clients accessing her services from the point of initial enquiry to the end of therapy, and beyond.

What is discussed in therapy is confidential between client and therapist. Brief session notes will be kept. These will be anonymised and stored securely. If it is assessed that a client is at risk of harming themselves, or a disclosure is made that leads the therapist to think that someone else is at risk of coming to harm, then information will be shared with the relevant agencies. Sometimes it is useful or necessary for the therapist to be in touch with a client's GP. Dr Rachel M Allan may discuss contacting the client's GP with the client, depending on what arises in assessment and therapy.

Dr Rachel M Allan receives clinical supervision where cases are discussed to ensure quality and safe practice. Client identity is protected in supervision. Supervision is bound by a confidentiality agreement.

Please see the Social Media Policy for Dr Rachel M Allan for detailed information about how Dr Rachel M Allan maintains confidentiality and professional practice on social media.

Personal Information

Personal information is handled and stored in accordance with GDPR regulations. Personal data is stored digitally on an encrypted system. This data comprises client contact details, GP details and emergency contact details as provided by the client at the beginning of therapy.

Any information noted on paper as part of clinical notes during sessions will be transferred onto an encrypted system, and hard copies will be shredded or handed to the client for their personal use (if attending therapy in person). Any identifying information in hard copy is stored securely.

Client information will continue to be stored securely for seven years after therapy comes to an end. The client may request to access their personal information at any time.

Dr Rachel M Allan has appointed another Registered Psychologist who would act on her behalf to notify her clients in the event of Dr Rachel M Allan becoming ill, seriously injured or otherwise indisposed, or in the event of the death of Dr Rachel M Allan. Client names and contact details are shared with this individual for this purpose. No clinical information is shared. This arrangement is bound by a confidentiality agreement, and exists within the confines of professional practice guidelines and GDPR regulations. Clients may notify Dr Rachel M Allan if they wish to opt out of having their details shared as part of this arrangement.

Sessions

Sessions are offered in person, online and by telephone. There is an option to switch between different modalities over the course of therapy if necessary, and by mutual agreement between client and therapist. Sessions last up to sixty minutes. Clients arriving /logging in/calling part-way through their allotted time will be seen to the end of the allotted time only, and the full session fee will apply.

Cancellations and Non-attendance

Sessions cancelled less than twenty-four hours before the appointment start time are charged in full. Sessions missed without notice of cancellation are charged in full. These terms apply across all modalities of therapy delivery.

Payment

Bank transfer is gratefully accepted. Payment is due prior to the beginning of the session. Clients are asked to ensure the transfer is completed **prior to** their appointment. Bank transfers are payable to **Dr Rachel Allan, Account Number XXXX, Sort Code XXXX**. Clients may negotiate with the therapist to pay for a number of sessions in advance, if this is deemed mutually agreeable. A receipt of payment is provided digitally, via secure link. This is sent to the e-mail address provided by the client. Dr Rachel M Allan reserves the right not to proceed with the session if full payment has not been received.

Crisis

Dr Rachel M Allan is not able to provide crisis mental health support. Clients who are suicidal or in crisis, or who require urgent attention in relation to their mental health are advised to contact their GP surgery. The following services may also be contacted:

NHS 24 – 111

This service is available to give help and advice if your GP surgery is closed and you cannot wait until it re-opens

Samaritans – 116 123; jo@samaritans.org

This service provides twenty-four hour emotional support to individuals who are suicidal or in crisis.

By confirming the first therapy appointment with Dr Rachel M Allan, the client confirms their agreement to the above terms and conditions.