

CLIENT CONTRACT

Dear Parent / Guardian

This document contains important information about my professional services and business policies. Please read it with care and sign it. If you have any questions or concerns, please discuss them with me.

Thank you for choosing this practice; my office is in the warm surroundings of a home with a lovely garden. My area of interest is providing psychological assessments to children and I regard the child / teen as my client, thus my interventions are directed for their benefit. I recognise that while working with children, parental involvement is essential to successful treatment. My professional ethics extend to include the family in terms of confidentiality (as set out below).

I do not do forensic or legal work or assessments intended for litigation. Should information not be revealed initially that comes to light later and impacts on the nature of the assessment, this will be dealt with on an individual basis and cannot hold bearing on the recommendations in the report. At the time the report is written, it is done with information provided as collateral, written information and interview given at the time of the assessment.

In order for me to render a service to you, I need to do a complete evaluation and that will entail asking you and your child a number of questions. Some questions may be highly personal, but I will not ask anything that is not pertinent. Should it be necessary for the integrity of the psychological testing to interview other people who know your child to obtain additional information, I will only do so with your consent. Any information gathered from parents, teachers, therapists, etc. will be treated confidentially and will be contextualised as part of my evaluation and shared and explained in the report and feedback.

Please be sure as to why the assessment is being conducted and, if the request was initially from a third party, such as the school or another therapist, please gather as much information from them as possible to assist the process. Be clear as to what you expect from this process and that you are participating voluntarily. There are *no* results or outcomes guaranteed in assessments. You will receive a professionally conducted assessment using valid and reliable instruments. All the results will be integrated and the work and results will be transparent. Raw data, including questionnaires from teachers and therapists is not shared but will be interpreted objectively in the context of the client and the circumstances surrounding the assessment.

From time to time I may take a video or photograph of my client during the assessment in order to illustrate what I see. You will always be shown videos or photos and these images are not used for any other purposes.

Confidentiality

I will treat all the private information I collect about your child and your family as confidential. I will not disclose any information about your child without your written consent. In certain exceptional circumstances, however, legal or professional rules may force me to disclose information about your child. This will include: emergency situations, statutory duty and court orders. I will not issue a psychological report to a third party regarding your child until I have given you a copy of the relevant document and obtained your written consent.

I occasionally find it helpful to consult with other health and mental health professionals about a case and am involved in a peer supervision group, as well as being a supervisor and mentor. During a consultation I make every effort to avoid revealing the identity of the person I am discussing. The professional being consulted is ethically bound to keep the information discussed in the consultation confidential.

The teacher's assessment form is to be given to the school at your discretion and it is not the policy of this practice to get involved in any conflict between family and school arising from information given for the assessment.

Melanie Hartgill's practice complies with South Africa's Protection of Personal Information (PoPI) Act, which seeks to regulate the Processing of Personal Information. Personal information is deemed to include educational and financial information.

Payment, Appointments and Business Hours

You will be expected to pay for the session in full at the time it is held, unless we agree otherwise. Please note that no written report is provided until the account is settled in full although a verbal feedback can be arranged. Medical aid or tax invoices will be provided at the feedback appointment.

The cost of the assessment covers the assessment time with your child, the written report and the feedback to you (the feedback should take approximately 45 minutes). All other services resulting from this assessment will be billed for separately, such as consultations with the school, social workers, other therapists, other professionals, etc., though only conducted at your request. Any further letters or documents requested, over and above the report, will be charged for.

Should you or your child not be able to keep an appointment you must please cancel it. A feedback session must be cancelled a minimum of 24 hours prior to the appointment, otherwise it may not be possible to re-schedule and your report, providing the account has been settled in full, will be forwarded to you via email as opposed to a verbal feedback. Any information emailed will be sent as a PDF protected document.

I do not give information straight after the assessment as it is important that the information is seen holistically; unless an appointment is urgently needed with another professional, in which case the relevant reference will be made. Please understand that it is in the best interests of the client for all of the information to be consolidated and taken into consideration.

As I work on an appointment basis, I will not be able to exceed the time set aside for a session and all sessions will start at the appointed hour. Should you or your child arrive late for a session, without making arrangements timeously, the relevant session will be shorter and the full session will be charged. In addition to this, please fetch your child at the arranged time once the assessment is completed or notify me if there is a problem with the arrangements made. My hours of business are **Monday to Friday 8 am to 3 pm**. Appointments can be requested, though may not always be available, on weekends or outside of business hours.

Credit and debit card facilities are not available at this practice. If you would like to pay via direct deposit or electronic transfer, payment should be made into the following account:

Banking details:
Melanie Hartgill, First National Bank, Eastgate branch: code 257705, Cheque account: 62006905238

Your deposit must state your child's name as a reference so that your account can be credited accordingly. Please give me a copy of the deposit slip or record of transfer; this can be faxed or emailed.

Please note that the person responsible for the payment of the account must be the same person who has read and signed the contract. If your account has not been paid for more than 30 days, and arrangements for payment have not been agreed upon, I have the option of using legal means to secure payment. This will require me to disclose otherwise confidential information. If such legal action is necessary, the cost of this legal action will be for your account.

We _____ declare that we are the parents/legal guardians/other relationship (please specify) of _____ and have read and understood the conditions of assessment and payment as stated in this contract. We understand that we are personally responsible for the payment of this account at the time of the assessment unless otherwise arranged.

Signed: _____

Signed: _____

ID number: _____

ID number: _____

Relationship to client: _____

Relationship to client: _____

This section is to be completed when parents are no longer together.

Divorced and separated parents' consent:

As an ethically-minded psychologist, it is important to me that both parents are aware of their child being brought to my office and that they consent to the involvement of a psychologist in their child's life. I require consent of both parents at the start of the assessment. Generally, one parent initiates contact with me; I ask this parent to contact the non-present parent. If you are not the parent who initiated contact with me but are reading this and would like to be involved in your child's assessment, you are welcome to contact me directly on letstalk@melaniehartgill.com or **011 640 4498/082 678 4300**. I am happy to arrange separate intake and/or feedback appointments if this is a more comfortable way for each parent to share information about his or her child with me, though additional appointments will be billed for separately. Please note that I may share relevant information provided by one parent with the other parent.

I _____ (full name) consent to the assessment with Melanie Hartgill.

Signed: _____

Relationship to client: _____

ID number: _____

It is important to note that bringing your child for an assessment is an automatic acceptance of the terms and conditions as laid out in this document whether you have signed this document or not.