



CLIENT INFORMATION SHEET

Who are Clinical Psychologists?

Clinical Psychologists are specialist Psychologists with a minimum of six years university training including approved post-graduate studies and clinical placements. Clinical Psychologists are specialists in the assessment, diagnosis and treatment of psychological problems and mental illness. Psychologists are bound by a Professional Code of Ethics, as laid down by the Psychological Society of Ireland. This protects a patient's right to confidential and unbiased treatment.

Confidentiality

Sessions are treated as confidential. The only time this rule is broken is if there are serious concerns for your safety or that of someone else, or if a legal requirement makes this necessary, and you will be so informed. You have the right to receive a copy of your notes if you wish by request under the Freedom of Information Act. Please review the below GDPR Statement for full details.

Billing, Payment and Cancellations

Fees are charged per each 45-minute session. Additional fees are incurred for specific assessments or in the case of joint sessions with significant others. If cancelling an appointment, please give as much notice as possible. Short notice cancellations or non-attendance of your scheduled appointment will result in being charged for the appointment.

The Process of Therapy

The first meeting will focus on the assessment of your current circumstances and difficulties. You will be asked to describe your current difficulties, and to say a good deal about yourself both now and in the past. You will also be asked about what you would like to be different in your life or what changes you want to make. Sometimes you may be asked to complete some questionnaires or psychometric tests to help best understand the difficulties described.

During the course of therapy, I am likely to draw on various psychological approaches according, in part, to the problem that is being treated and my assessment of what will best benefit you. These approaches



include, but are not limited to, Gestalt, cognitive-behavioral, dialectic-behavioural, psychodynamic, system/family, humanistic or psycho-educational.

Therapy is not focused on giving advice but is rather aimed at helping you figure out what you really want to do with the issues or difficulties you may be facing in your life, on finding, in other words, the best solution for you in relation to the problems you are experiencing.

Participation in therapy can result in a number of benefits to you, including improving interpersonal relationships and resolution of the specific concerns that led you to seek therapy. Working toward these benefits, however, requires effort on your part.

You may wonder what people talk about in psychotherapy or how talking can help. In psychotherapy you are invited to talk about anything and everything in the most open possible way – including, for example, your night dreams and daydreams. In doing so, you explore the way you understand yourself and others – which may then lead you to make changes. In therapy there is no notion that it is right or wrong to talk about particular topics, and it is important to be able to say whatever comes into your mind.

Psychotherapy does have emotional ups and downs associated with it. The important thing is to commit yourself to regular attendance in advance and is not something that gets cancelled for minor reasons. Weekly sessions are recommended, particularly in the early stage of therapy, to best support a beneficial therapeutic experience.

Any contact between sessions should be limited to the scheduling appointments. All other queries relating to attendance should be discussed within the therapy session.

GDPR Privacy Statement

Any personal data which you provide to the above-named Psychologist will be treated with the highest standards of security and confidentiality, in accordance both with Irish and European Data Protection legislation and with codes of ethics and practice for psychologists (PSI). It is necessary for the Psychologist to collect and process your personal data and data related to your wellbeing and mental health in order to provide you with consultation, assessment, psychotherapy, and psychological interventions. This notice sets



out details of the information that is collected, how it is processed and who it is shared with. It also explains your rights under data protection law in relation to processing of your data.

Collecting Your Personal Data

When you make contact with the Psychologist to set up an appointment you provide certain personal data (e.g. your name, phone number, e-mail address). If referred by another then the Psychologist may receive data about you from persons who refer you to their service.

The Psychologist collects data from you in the course of providing you with their service (e.g. date of birth, GP contact information, ICE contact). All information received about and from you will be used by the Psychologist only in accordance with the purposes outlined in this notice.

The Purpose and Legal Basis for Collecting Your Data

Any personal data you provide in the course of availing from the services of the Psychologist provided will be processed fairly and lawfully.

In keeping with professional codes of ethics and practice the processing of personal data by the Psychologist is necessary in the course of its legitimate activities.

Records are maintained for the purposes of aiding in the monitoring of a Client's progress. Records are especially important when there are significant periods of time between therapy contacts or attendance. Appropriate records can also help to protect both Client and Psychologist. Precise record keeping can help provide clarity in the event of legal or ethical proceedings.

For the purposes stated above confidential electronic notes of sessions and consultations with Clients will be recorded.

The Psychologist stores your information securely and retains records for a period of seven years following termination of treatment in keeping with professional codes of practice.

The Psychologist will only ask for and keep information that is necessary and will make every effort to keep it as accurate and up to-date as possible. The



Psychologist will explain the need for any information we ask for if you are not sure why it is needed.

Client records are regulated in such a manner that they are only accessed by the Psychologist.

Details of Third Parties With Whom Your Personal Data May be Shared

The information you provide to the Psychologist is confidential, however there are circumstances in which it may be necessary to share aspects of your data with third parties for the purposes outlined below.

Disclosure of Information to Other Health Care Professionals:

In the context of referral to other health care professionals, it may be necessary to furnish them with relevant parts of information in order for them to provide you with the treatment and services you need. This information will only be given with your explicit consent, except when there is serious concern for your safety.

The Psychologist may wish to liaise with other professionals involved in your care to ensure that an optimal care plan is in place for you. This will only be done with your consent.

Disclosures to Other Third Parties:

Clients sometimes request that confirmation of their attendance be shared with a third party, this will only be done with your consent.

In the case of requests made by solicitors or other third parties to have your records released, the Psychologist will only release information with your signed consent.

Disclosures Required or Permitted Under Law

The information that you provide to the Psychologist is confidential to the service. In keeping with codes of ethics for Psychologists, the information shared within the context of treatment is treated in a strictly confidential manner and will not be divulged to others without your consent, except in the following exceptional circumstances:



- If there is a serious concern that there may be a threat to your safety or life or that of another.
- In the context of criminal behaviour and disclosures required by legal process.
- Psychologists are legally obliged under the Children First Act 2015 to report child protection concerns and retrospective disclosures of abuse to Túsla Child & Family Agency, or *An Garda Síochána*. If you have concerns in relation to mandatory reporting your Psychologist will provide you with information and support in relation to them.

If it becomes necessary to breach confidentiality, every effort will be made to discuss this with you before that step is taken. Information to third parties is provided on a need to know basis and is done so with great sensitivity.

Supervision, Professional Development and Quality Assurance

It is best practice that Psychologists attend professional supervision and engage in reflective practice at which they discuss Client presentations as part of their continuing professional development. In these situations, any identifying information pertaining to the Client concerned is not revealed.

How Long Your Data is Kept

In keeping with the data protection principles the Psychologist will only store your data for as long as is necessary. For the purposes described here the Psychologist will store your data for a period of seven years following the termination of treatment.

Accessing Your Notes

You have the right of access to all the personal information held about you by the Psychologist.

If you wish to see your record please discuss this with your Psychologist, who will review the information on your records with you.



If you wish to receive a copy of your records having viewed them, you can make a formal written **Request for Release of Psychology Notes** to the Psychologist and they will be provided to you within thirty days or sooner free of charge.

Your Rights

You have various rights under data protection law, subject to certain exemptions, in connection with the Psychologist's processing of your personal data, including the right:

- To find out if the Psychologist uses your personal data, accesses your personal data and receives copies of your personal data;
- To have inaccurate/incomplete information corrected and updated;
- In certain circumstances, to have your details deleted from systems that the Psychologist uses to process your personal data or have the use of your personal data restricted in certain ways;
- To object to certain processing of your data by the Psychologist;
- To exercise your right to data portability where applicable (i.e. obtain a copy of your personal data in a commonly used electronic form);
- Where the Psychologist has relied upon consent as a lawful basis for processing, to withdraw your consent to the processing at any time;
- To not be subject to solely automated decision;

If you have any queries in relation to your personal data held by the Psychologist please discuss this with Dr. Richardson during attendance or contact at drorlarichardson@gmail.com.

You also have the right to lodge a complaint with the Data Protection Commission if you are unhappy with the Psychologist's processing of your personal data. Details of how to lodge a complaint can be found on the Data Protection Commission's website (www.dataprotection.ie), or by telephoning 1890 252 231.

DR. ORLA RICHARDSON
CLINICAL PSYCHOLOGIST

B.A., HDipPsych, MSc, DPsychSc



Upon reviewing this information and in consultation with the Psychologist, you understand and agree that your personal details will be used by the Psychologist for the purposes outlined above.