



Client-Psychologist Service Agreement

Welcome to Bridges Psychology Services

This document outlines what you can expect from working with me as your psychologist. It covers my services, office policies, your rights as a client, and how your personal information is handled. I know this is a lot to take in, but it's important that you understand it. Please feel free to ask questions at any time—now or in the future.

Your Rights and Responsibilities as a Client:

As a client, you have the right to:

- Be treated with respect and dignity
- Ask questions about your treatment
- Refuse any service or recommendation
- Request access to your records
- Know the limits of confidentiality

As your psychologist, I am committed to providing you with thoughtful, professional care. In return, I ask that you attend scheduled sessions, participate openly, and share any concerns you may have about the process. Your active involvement helps counselling be most effective.

What Services I Provide:

I offer counselling (also known as psychotherapy) and general psychological assessments. Counselling is a supportive and collaborative relationship where we work together toward your goals.

psychological services do not include legal advice, medical diagnosis outside of psychological or psychiatric conditions, and these may be limited to my particular areas of specialization and scope of practice.

Crisis

As a private practice psychologist, I am **not able to provide immediate or crisis support** between sessions. I do not offer 24-hour availability, and I may not be able to respond to phone calls, emails, or messages right away.

If you are in crisis or need immediate support, please use one of the following options:

- **Call 911** or go to the nearest emergency department if your safety or someone else's is at risk.

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- **Call the Distress Centre (24/7):** 403-266-4357 (Calgary area)
- **Call the Alberta Mental Health Helpline (24/7):** 1-877-303-2642
- **Text or call Talk Suicide Canada (24/7):** 1-833-456-4566 or text 45645 (4 PM–12 AM)
- **Call 811** for Health Link to speak with a nurse for health-related concerns.

These services can provide the urgent care or intervention you may need. We can always explore crisis planning or additional supports as part of your regular therapy sessions.

Goals of Counselling

Counselling can have many goals. Some are big-picture goals, like improving your quality of life or managing stress. Others are more specific, like reducing symptoms of PTSD, anxiety or depression, improving relationships, or managing chronic pain. We will work together to set the goals that matter most to you.

Risks and Benefits of Counselling

Counselling can help you:

- Resolve diagnosable conditions (e.g., resolve PTSD)
- Build coping skills
- Make positive behaviour changes
- Improve your mental health and relationships
- Learn to manage emotions and live in the present

However, counselling can also bring up difficult thoughts or emotions. Progress can be slow, and sometimes things feel worse before they feel better. You'll get the most out of counselling by being open and actively working on what we discuss in sessions—even between appointments.

Termination of Services

You may end counselling at any time. If you choose to stop, I encourage a final session to review your progress and discuss next steps. I may also recommend ending or referring you to another provider if I believe your needs fall outside my scope of practice or if therapy is no longer helpful.

Appointments

Sessions are usually 50–60 minutes long. We'll decide together how often we meet.

- Please give **at least 24 hours' notice** if you need to cancel or reschedule.
- Missed sessions or late cancellations (less than 24 hours' notice) may be charged the full fee unless we agree that the absence was beyond your control.
- Insurance companies do not pay for missed sessions.

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- If you arrive late, the session will still end at the scheduled time.
-

Confidentiality

Everything you share is private and confidential. We will not share your information without your written consent—except in the following cases required by law:

- If there is a risk of serious harm to yourself or someone else
- If there is suspected abuse or neglect of a child or dependent adult
- If your records are subpoenaed by a court
- If there is a professional ethics investigation

We may consult with another psychologist to provide you with the best care. In these cases, no identifying information (like your name or other identifying information) will be shared.

Confidentiality and Technology

If we use technology (e.g., video calls, email, phone, text), I will do my best to protect your privacy. However, no technology is 100% secure. Be mindful of who else might have access to your devices, emails, or messages. If you're concerned, we can discuss extra precautions like password protected documents.

If a video session is interrupted due to technical issues, we will attempt to reconnect. If we can't reconnect, we may call you by phone to continue or reschedule the session.

Record Keeping

We keep confidential records of our sessions and your treatment goals. These are used to track your progress and guide your care. Records are securely stored—either in locked files or encrypted electronic devices.

- You can request copies of your records by signing a release form.
- Records are kept for at least **10 years**, as required by Alberta regulations.

Our clinic uses a HIPAA and PIPEDA compliant and secure Jane App for electronic medical records and Jane AI scribe tool to support note-taking during sessions. It helps practitioners stay focused on you, rather than their computer, while still ensuring your chart is complete and accurate. Participation is **optional**, but should you choose to consent, your recording will be used securely, never shared, and never used to train any AI models. All audio recordings are permanently deleted after 24 hours.

Fees and Payment

Current fees are:

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- Individual counselling: **\$235 per 50-minute session**
- Psychological assessment: **\$235/hour**
- Letters and reports: **billed in 15-minute increments at the same rate**

Fees are based on the Psychologists' Association of Alberta fee guide and may change with **2 months notice**.

Payment is due at the time of your appointment unless we've made other arrangements. BPS accepts cash, credit cards through Jane App or Square Up, or e-transfer. If needed, we can discuss flexible payment plans.

If unpaid fees are not resolved, we may use a collection agency. If you're involved in legal proceedings and your provider is required to participate, you will be responsible for those additional professional costs.

You will be informed in advance of any fees outside of regular sessions, such as letters, reports, or third-party forms.

Insurance Coverage

Many insurance plans cover psychological services. You are responsible for:

- Knowing what your insurance covers
- Getting any required pre-authorization
- Paying any deductible or uncovered portion at the time of service

If you're using insurance, I may be required to provide your insurer with a diagnosis or other clinical information. Session fees not covered by insurance and that are paid out-of-pocket can be submitted through your tax returns for healthcare services.

By signing this agreement, you allow me to share the necessary information with your insurance provider and receive payment directly if applicable.

Contacting Me

I may not always be able to answer calls right away, especially during appointments. Please leave a message, and I will return your call as soon as I can—usually within 1–2 business days. You can contact me through SMS text messaging or email, but be mindful of the aforementioned limits on privacy using these forms of digital communication.

I cannot provide psychotherapy over email or text. Please limit communication to appointment changes or other non-clinical comments and/or questions.

If you are experiencing a mental health crisis or emergency, please do not wait for a call back. Contact the Distress Centre (24/7) at 403-266-4357, call 911, or go to the nearest emergency room.

To protect your privacy and maintain professional boundaries, I do not connect with clients on social media. Please do not use messaging apps or social media platforms to contact me. Email, text, and phone are preferred for communication.

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Consent to Services

Your signature confirms that you have read and understood this agreement, and that you agree to its terms.

Client Name (print) _____

Client Signature _____

Date _____

Witness Name (print) _____

Witness Signature _____

Date _____