

# CLIENT INFORMATION

Psychotherapy is a process whereby psychological problems are treated through communication and relationship factors between an individual and a trained mental health professional.

The goal of psychotherapy is to help people overcome their difficulties and life challenges.

The U-Clinic offers a warm and supportive welcome to all our clients. Starting psychotherapy is an essential step towards self-awareness and a happy life. We hope that this document answers any questions you might have.

Please read it carefully before accepting. Should you have any queries, do not hesitate to contact us.

## INITIAL APPOINTMENT

When you request counselling, we will offer you an initial appointment, otherwise known as an assessment session. The purpose of this session is to assess, together with a counsellor, whether or not counselling at the U-Clinic is the right thing for you at this time. We will discuss your reasons for seeking counselling, and we will give you information about our services. An assessment session might be run by a different counsellor than the one who will run your regular sessions, should you decide to proceed with counselling.

Please arrive on time (neither early nor late) for all your appointments. Appointments are 50 minutes long. If you arrive early, it is possible that the previous session will still be running, and we will not be able to let you into the building. What is more, if another person accompanies you, we kindly ask that they wait outside the building, as the waiting room is for our clients only. This is all done in order to protect our clients' confidentiality.

ATTENTION: In line with current government restrictions, all counselling sessions will now take place online - please contact our office for more information on current guidelines.

## ONLINE

During our online sessions, we use a HIPPA compliant telemedicine software called DOXY. When attending an online session, please log into the waiting room 5 minutes early and wait patiently until the counsellor opens the room.

**Online session link: <https://togetherrazem.doxy.me>**

## COUNSELLING FEES

Initial appointment (1-3 sessions) - €50 per person per session

Individual psychotherapy - €50 per person per session / €25 with 50% discount following a successful application (see below)

**"You are not alone" initiative psychotherapy sessions 2021/2022 take place ONLINE and are FREE OF CHARGE**

**Only 6 sessions are free.**

## PAYMENT METHOD

You must pay in advance for the first 3 sessions. Please make a bank transfer to Together-Razem Centre's bank account, IBAN: IE10AIBK93638346461002. Please include your surname as a reference and e-mail transfer confirmation to [info@together-razem.org](mailto:info@together-razem.org).

You can also pay directly on our website [www.together-razem.org](http://www.together-razem.org) or using PayPal (e-mail address: [info@together-razem.org](mailto:info@together-razem.org) or quick link: [www.paypal.me/uclinic](http://www.paypal.me/uclinic)).

Payment in advance is necessary, and it has been introduced due to a high number of cancellations. The payment must be received by Together-Razem Centre at least 48 hours in advance of your session; otherwise, the session will not take place.

## 50% COUNSELLING DISCOUNT

After the initial consultation has taken place, you can apply for a 50% discount if you are unemployed, have a disability, your weekly income is below €350, or you are in a difficult financial situation. The application must be submitted together with all the applicable documents, such as proof of family income. You will receive a decision within 14 working days.

## SELF-ASSESSMENT FORM

We will ask you to complete a self-assessment form, either before or during your initial appointment. Please fill it in, providing as much detail as possible, and then bring it to your next session. This frees up time and allows it to be used more effectively in order to find a suitable approach for you. The purpose of the form is for the counsellor to get to know you better so that

they can adequately prepare for your counselling sessions. The assessment form is confidential and will not be disclosed to third parties.

#### **WAITING TIMES**

After you have attended your initial appointment, we will put your name on the waiting list for regular weekly counselling to begin as soon as possible. While you are on our waiting list, please let us know as soon as possible if you change your email, address or phone number or if you change your mind and no longer wish to attend therapy.

#### **REGULAR APPOINTMENTS**

We expect you to attend your sessions at the same time and day every week on a regular basis, as previously agreed with your counsellor. Each session lasts for 50 minutes; it starts and ends at the same time unless otherwise agreed with your counsellor.

#### **CANCELLATIONS**

If you cannot attend your appointment, please let us know at least 48 hours in advance. If you give less than 48 hours' notice or do not attend one of your appointments without notice, it may cause problems for both the U-Clinic and your counsellor. When this happens, we feel that it is fair to ask you to pay for the missed session. If two appointments in a row are missed, and we have not heard from you, we will try to contact you to arrange another appointment at a suitable date and time. If this fails, we will issue a letter to inform you that your therapy sessions will officially cease after 7 days. If you do not respond to the letter, we will assume that you no longer wish to continue your counselling. If you have a good reason for missing your appointments, you should let us know as soon as possible and discuss it with your counsellor when you next meet. When you miss an appointment without notice, you should also be aware that you risk losing your usual appointment slot.

ATTENTION: Please note that you need to give us 48 hours' notice if you can't make an appointment. Otherwise, full appointment fees will be due.

#### **DURATION OF THERAPY**

The length of therapy depends on the issues being addressed and the desire of the individual to get better. Other factors play a role, such as support from friends and family, stressors, intelligence and self-awareness.

The methods applied by our counsellors during the sessions vary. We use psychodynamic psychotherapy, Gestalt therapy, systemic therapy etc. Typically, these are applied with clients who require long-term therapy. Sometimes, such sessions can even take up to 2 years.

We apply Cognitive Behavioural Therapy (CBT) to treat substance abuse, which is typically a short-term therapy - the basic program is 39 days long.

#### **CONFIDENTIALITY**

We provide a confidential counselling service. Under normal circumstances, no information about you will be passed on to anyone outside the U-Clinic. This includes your initial enquiry, your attendance at counselling sessions and anything that your counsellor has learned about you during the sessions. We would only make an exception if:

- the client requested the information be shared with third parties;
- we received a court order;
- child protection issues;
- the counsellor or another member of staff believed that you or others were in danger.

If any of these situations were to occur, your counsellor would normally encourage you to pass on the information to the relevant person or agency yourself. However, if the situation were considered critical, a member of staff or counsellor would pass on the information directly.

#### **RECORD KEEPING AND DATA PROTECTION**

We collect your personal data such as your name, contact details and information regarding your attendance at therapy sessions in line with our strict code of confidentiality. All these records are the property of the U-Clinic and are strictly confidential.

We store your records for up to 8 years. In line with GDPR, you have a right to access your files. Selected records may be discussed between counsellors for the purpose of supervision and progress. In accepting the U-Clinic offer of counselling, it is understood that you have agreed to your records being kept.

### **ETHICAL CODE**

The U-Clinic staff subscribe to the ethical code of the Irish Association for Counselling and Psychotherapy and The Irish Association for Humanistic and Integrative Psychotherapy, which includes:

- Having full respect for client confidentiality (privacy) and autonomy (right to make choices).
- Working within our skills and competencies.
- Constant upskilling.
- Attending regular supervision in the best interest of the client.

### **SUPERVISION**

All our counsellors are supervised by professionals. The purpose of supervision is to help the counsellor work with their clients in the most effective way. Supervision offers extra support and a sense of safety for both the client and the counsellor. In line with professional requirements and standards, counsellors may discuss their work with you with their supervisor. However, they will never share your identity with their supervisor.

### **EXTERNAL REPORTS/CERTIFICATES**

Should you require a report for an external agency regarding your attendance or treatment with the U-Clinic Counselling Services, you must issue a written request 10 working days in advance. Such a report is available at an additional fee of €25.

ATTENTION: Please note that our psychotherapists do not prepare medico-legal reports. Typically, only a medically qualified psychiatrist can issue a medico-legal report - our therapists are highly qualified in psychotherapy and counselling, but they are not medically qualified.

### **OTHER CONTACT OUTSIDE OF THERAPY**

Please refrain from texting or e-mailing our counsellors and calling them between sessions unless by prior agreement. Please text or call our main office if you are running late.

Generally, if our therapists see a client in a public or a social setting, they refrain from engaging in conversation in order to protect the client's confidentiality.

### **QUESTIONS AND CONCERNS**

Should you have any questions or concerns regarding our counselling sessions, do not hesitate to contact the counsellors directly.

BY BEGINNING YOUR PSYCHOTHERAPY/COUNSELLING SESSIONS, YOU ACCEPT THE ABOVE TERMS AND CONDITIONS.