

# Policies and Consent

## Length of Sessions:

Individual sessions usually last 45-50 minutes, couples or family sessions usually last 85-90 minutes. Longer sessions can be arranged.

## Confidentiality:

Discussions between client and clinician are confidential. No client information will be released unless the client or guardian provides written consent. Possible exceptions to releasing confidential information include, but are not limited to, the following situations.

- Imminent danger or threat to yourself or others
- Abuse or neglect of a child or vulnerable adult
- Legal matters in which information is subpoenaed by a court of law
- Information requested by an insurance carrier responsible for providing mental health care services and payment for those services

## Treatment of Minors:

We will not treat a minor (14 years of age and under) without the legal guardian's consent.

## Emergency Medical Care:

In the event of an emergency, I give Christina Yu Bruce consent to seek emergency medical care on my behalf including administering first aid, CPR, medication and contacting as well as informing emergency personal including but not limited to 999 operators, ambulance, physician and law enforcement.

## Cancellation Policy:

24 hour notice if a scheduled appointment needs to be cancelled or rescheduled. Failure to do so will result in a 400HKD fee. If an emergency arises and 24 hour notice is impossible, contact your therapist as soon as possible.

## Use of Text or Email:

You may choose to communicate information to your therapist via email or text. Please note that these two routes of communication are not considered confidential and information cannot be guaranteed private through text or email. If you choose to communicate via text or email, you will be doing so with full knowledge of the unprotected nature of information transmission. For the most part, text or email should be used for basic information such as confirmation, cancellation or changing of a scheduled appointment.

## Ending Therapy:

Ending treatment is an important aspect of therapy. If a client decides to end services prior to meeting treatment goals, it is asked that at the beginning of the final session you inform your therapist in order to ensure closure between therapist and client.

## Payment Policy:

Payment for service must be arranged immediately after services are rendered.

## Consent for Treatment:

I voluntarily agree to receive online mental health services via ZOOM and authorize Christina Yu Bruce to provide such services that are considered necessary and advisable. I understand and agree that I will participate in the planning and treatment of my mental health services and that I may stop such services that I receive at any time.

## Online ZOOM Video Session

I have read the privacy and encryption information for Zoom and I agree that my counsellor should not be held responsible if any outside party gains access to Zoom account information or transaction by bypassing online security measures.