

## Therapy Contract-On-line CBT Sessions-Self-Funders

### **CBT Canary Wharf**

Cognitive-Behavioural Therapy Service

Telephone: (020) 7531-1220

E-mail: [cbtcanarywharf@btinternet.com](mailto:cbtcanarywharf@btinternet.com)

www: [cbtcanarywharf.co.uk](http://cbtcanarywharf.co.uk)

#### **What Service is offered?**

Online cognitive-behavioural therapy sessions (via Skype or Zoom) for people with personal and emotional problems. Online sessions are provided by Marla Stromberg, a BABCP accredited cognitive-behavioural therapist.

#### **What qualifications do I have?**

I hold an MSc in Experimental Methods in Psychology, and a qualification in Cognitive-Behavioural Therapy from University College London's Academic Department of Psychiatry.

#### **Accreditation**

I am accredited by the British Association for Cognitive and Behavioural Psychotherapies (BABCP). I am also a member of the British Psychological Society.

#### **Code of Ethics**

I adhere to the Ethical Guidelines set out by the BABCP.

#### **How do I make an online CBT appointment?**

Before arranging an online appointment, the first step is for us to arrange a brief phone call so that I can find out more about your difficulties and discuss whether online therapy sessions are the appropriate way forward. We will also discuss whether CBT is the most appropriate therapy for you. If I believe a different therapeutic approach would be more beneficial, I will let you know and will explain my reasons for this. If we both agree that online sessions are appropriate and beneficial to help with your problems, we will go ahead and arrange our first online session-the assessment session.

#### **Engagement with Treatment**

When you commit to attending CBT sessions, you also commit to playing an active part in your treatment. This will involve carrying out "between session" exercises, i.e., recording thoughts and feelings, recording the frequency of behaviours, completing questionnaires and record forms, self-help reading, etc. When sessions are held online, **you may be asked to email me copies of "between session" exercises, at least one day prior to our session, preferably before 5:00PM.** This will allow me time to review your work prior to our session. If you attend two or more sessions not having completed the agreed tasks, **or** you have forgotten to email me copies of agreed tasks on two or more occasions, I may suggest that we put treatment on hold until you are able and ready to commit to the process. Your progress is largely dependent on how much work you put into treatment between sessions.

#### **Commitment to Treatment**

As a client, you are expected to be online and ready for your appointment on time, and to notify your therapist in advance if you are unable to stay for the full length of the session. It is expected that your mobile phone will be off during our sessions, and that you will complete the homework assigned to you between sessions. You are also expected not to attend therapy in an intoxicated state, or under the influence of illegal drugs. If you are concerned about your mood or are having suicidal thoughts, it is expected that you will communicate this to your therapist so that this can be made a priority at session. If you have any planned holidays or upcoming absences, please notify your therapist in advance.

#### **Frequency and Length of Sessions**

Typically, CBT lasts between 5-20 sessions. Each online session lasts 50 minutes and will take place once/week or otherwise as agreed. **It is imperative that we start and finish on time.** Once you have made significant progress, we will discuss reducing the frequency to once every fortnight, once a month, etc. After treatment is completed, it is good practice to agree to a limited number of follow-up appointments to maintain the progress achieved. These can be scheduled once every three months, six months, etc. and will be arranged by mutual agreement.

#### **Communication between sessions**

The best way to reach me (Marla) is by email. Although I still have an office phone, I no longer check messages regularly as I am currently working from home. Please therefore email me if/when you need to reach me, and I can phone you back if necessary. If you email me out of hours (after 5:00PM) please note that I may not reply to you until the following working day.

#### **Payment for online sessions**

Payment for online sessions is due at least one working day prior to your appointment.

### **Fees and Cancellation Policy**

**Note:** if you choose to pay by Paypal, the cost of sessions will be slightly higher as reflected below, as Paypal charge 2.9% + .30p transaction fee.

The assessment appointment costs £150 (£155 by PayPal) and lasts 90 minutes. online treatment sessions cost £140 (£145 by PayPal) and last 50 minutes. Payment is due by BACS/PayPal. BACS and PayPal payments must be made at least one day prior to your appointment. PayPal add a transaction fee, so if you choose to pay by PayPal, you will be charged a higher fee.

**At the second appointment, you will be required to pay for one session in advance**, therefore you will be required to pay £280 (BACS), or £290 (PayPal). The additional **non-refundable payment** is a retainer fee, which will be used in the event of a cancelled or missed appointment without appropriate notice. If you do not miss or cancel any appointments without appropriate notice, the retainer will pay for your final session. Please note that it is in your interest to plan the final session with your therapist, so that you both know the date you intend on finishing treatment. This final session will have been paid for at the start, and so you will not need to make payment for it.

If, at any point throughout treatment you decide to stop (after paying for your last attended session), the retainer will not be reimbursed. To reiterate-it is in your best interest to let your therapist know if you plan on finishing on a particular date so that the retainer payment can be used to pay for that final session. The retainer payment is non-refundable.

I require 48 hours (**two working days**) notice for cancellations, otherwise you will be liable for the full cost of the missed session. **Cancellations should be done by e-mail**. If you need to change the day of your appointment (and wish to move it to another day in the same week) with less than 48 hours notice, I reserve the right to charge you for your changed appointment day/time depending on how full my diary is. If you miss or cancel two or more sessions with or without sufficient notice, I reserve the right to change your appointment day and/or time if your allocated appointment day/time is high in demand.

Longer treatment sessions are available and will be charged accordingly, pro rata, i.e., a 90-minute session is charged at £252 (BACS) or £260 (PayPal). Fees are subject to an annual review.

### **Lateness Policy**

If you will be more than ten minutes late for our session, please email me or send me a message via our online platform, to let me know. If we do start our session a few minutes late, we will still need to finish on time. If I haven't heard from you within ten minutes after your scheduled appointment time, I will assume you will not be attending our planned session. Please note that you will be liable for the full cost of the missed appointment.

### **Note-taking and Case Notes**

It is my practice to take notes during session. I may type some notes while we are speaking; this helps me to remember the key points we discuss. Some case notes are kept in electronic format are compliant with GDPR regulations. All paper versions of case notes are locked in a secure filing cabinet. I am registered with the Data Protection Agency and abide by their procedures for handling and protecting personal data.

### **Who can Refer?**

I accept self-referrals, as well as referrals from GPs, Consultant Psychiatrists, other Health Professionals, Employers, Occupational Health Departments, Insurance Companies, and Solicitors. If you refer yourself, I will ask for your consent to contact your GP if the need arises or in the event of an emergency. I am not a medical doctor, and depending on the nature of your psychological problems, you may need to consult with your doctor as to whether it is safe to engage in certain CBT treatment techniques (specifically if you are pregnant, suffer with asthma or have a heart condition). If you are referred to me by a consultant psychiatrist, it is them, rather than your GP who I would write to. As I do not provide an emergency service, your GP would normally be the first point of contact should you require immediate help.

If you do not wish your GP to be involved in your care, you can indicate this on the Client Details Sheet (see "Confidentiality" below for exceptional circumstances where confidentiality can be breached).

### **Confidentiality**

I treat all information disclosed to me as confidential. Your confidentiality will always be maintained, however, as part of my own professional development, I will need to discuss your progress with my supervisor from time to time. My supervisor is bound by the same ethical guidelines regarding confidentiality as I am. I will not disclose your details to a third party without your prior consent, except under the following circumstances: 1) if, in my opinion you are at risk of hurting yourself, 2) if, in my opinion, you present a risk to others. Under these circumstances, I reserve the right to inform appropriate external agencies, normally your GP (as in circumstance 1) or the police (as in circumstance 2).

**Terminating Therapy**

If, for any reason you wish to terminate therapy, you have the right to withdraw from treatment at any stage, however it is always advisable to discuss this with me first, so that we can discuss your reasons and to ensure this would be in your best interest. Similarly, I have the right to terminate therapy, if, in my professional opinion, I believe you have come as far as you can with my help. I will discuss my reasons with you, and if appropriate, I will provide details of how to find another therapist. Sometimes I may recommend a "therapy break". I will always endeavour to discuss this with you in person.

**Emergency Services**

I do not provide an emergency service. I respond to telephone calls and emails between the hours of 9-5PM. In the event of an emergency, please phone your GP. If you require out of hours help or support, you can also go to the A & E department of your local hospital or phone the Samaritans 116 123. If you are living outside the UK, it would be advisable for you to familiarise yourself with the phone numbers of your local emergency services/A&E, Samaritans, etc.