

### **Request for Documentation, Letters, Assessments and/or Reports**

This document outlines the expectations and limitations regarding the preparation and provision of reports by your psychologist. This policy ensures clarity and mutual understanding regarding the preparation and provision of psychological letters, assessments, reports etc ensuring professional and ethical standards are maintained throughout the process. It is important for clients to understand that the psychologist's clinical judgment and professional integrity guide the content of the report, and they cannot include information or opinions they do not agree with or identify during their professional assessment. It is also important for clients to understand that psychologists may not always be able to fulfil a client's documentation request for reasons including (but not limited to): ethical guidelines, insufficient information, and professional judgement.

It is important to explore clear expectations with your psychologist prior to requesting documentation, so that both parties are aware of next steps, requirements and other important factors. Below are some factors to consider when it comes to exploring expectations related to documentation requests:

#### **Timeliness and Total Sessions**

- **What the Psychologist Can Do:**
  - Aim to complete and provide the report within a mutually agreed timeframe, typically 2-4 weeks, depending on the report's complexity.
  - The psychologist may also need more than one session to gather the appropriate information and will then need additional time to write the report itself (including scoring and interpreting any tests/questionnaires if relevant to the report)
- **What the Psychologist Cannot Do:**
  - Guarantee immediate or rush reports, as thoroughness and accuracy are paramount.

#### **Report Content**

- **What the Psychologist Can Do:**
  - Provide a summary of therapy sessions, including progress and treatment outcomes.
  - Include relevant psychological assessments and their interpretations.
  - Offer professional opinions based on clinical observations and interactions during therapy.
- **What the Psychologist Cannot Do:**

- Make definitive statements about legal matters (e.g., custody, competency) without a formal forensic assessment – please note that this can take time and may take several sessions. The expectation should be addressed directly with the psychologist.
- Provide information that breaches the confidentiality of third parties mentioned in therapy sessions.
- Include information or opinions not supported by clinical evidence or not identified by the psychologist during the course of therapy.

### **Fees and Payment**

- **What the Psychologist Can Do:**
  - Inform clients of any fees associated with report preparation before starting.
  - Provide detailed invoices for services rendered.
- **What the Psychologist Cannot Do:**
  - Provide reports free of charge unless otherwise specified in the service agreement.
  - Provide documentation without the necessary consent forms
  - If there are outstanding fees related to the documentation request, My Mirror will withhold documentation until financial matters are resolved

### **Accuracy and Professional Integrity**

- **What the Psychologist Can Do:**
  - Ensure the report is accurate, unbiased, and based on factual information obtained during therapy.
  - Correct any factual errors if brought to attention within a reasonable period.
- **What the Psychologist Cannot Do:**
  - Alter or omit information to misrepresent the client's situation or therapy outcomes.
  - Include unverified information or speculative opinions.
  - Include client-requested details or opinions not substantiated by the psychologist's clinical findings.
  - The psychologist may decide that releasing certain information could negatively impact client wellbeing

- The psychologist may determine that certain information is not relevant or appropriate for the request's intended use

### Confidentiality

- **What the Psychologist Can Do:**
  - Maintain confidentiality and only share information as per the client's consent or legal requirements.
- **What the Psychologist Cannot Do:**
  - Disclose information without client consent, except where mandated by law (e.g., risk of harm to self or others).

### Procedure for Requesting a Report

1. **Initial Request:** In your next session with your psychologist please outline your request specifying the purpose and type of report needed. Please also share with them who needs to receive the documentation and if it needs to be in any particular format.
2. **Consultation:** Ensure that you discuss the report's scope, content, and any associated fees (use the above points to help ensure you are both on the same page in terms of expectations)
3. **Invoice:** Your psychologist will request that the admin team send you an invoice for amount you have explored. Once this has been paid, the admin team will alert the psychologist
4. **Preparation and Review:** The psychologist will prepare the report, and you may have an opportunity to review it for factual accuracy.
5. **Finalisation and Delivery:** The final report will be delivered as per the agreed method (e.g., hard copy, electronic format).