



Shubhangi Agrawal

M.A; M.Phil Clinical Psychology
RCI Recognized

Hi There!

Thank you for choosing me as your psychotherapist.

Prior to beginning with the psychotherapy sessions, there are some important points that we need to cover in order to understand the process of therapy. I would request you to read the following points carefully. Feel free to contact me to gain clarity in any of these.

About Me

I am a clinical psychologist registered by the Rehabilitation Council of India (CRR No. A71367). I am a queer affirmative psychotherapist and I have done my Bachelors, Masters and M. Phil in Clinical Psychology. As a licensed mental health professional, my work is regulated by mental health laws, ethical code, and regulations of India. I can provide psychotherapy, but I am not licensed to provide medication.

Sessions with Me

Psychotherapy is a process which is not one size fits all. The approach that the psychotherapist employs would vary in relation to various factors like the problem at hand, specific needs of the client, the nature and nurture variables and so forth.

Just like every client is different, psychotherapists also vary in their approach. Since psychotherapy is a collaborative process, there will be times when the client and the psychotherapist may not have complementary personalities. The psychotherapist will try to create a safe space for the client to address



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their concerns regarding a problem with psychotherapist-client fit. In case the need arises, a referral can be made to a professional who may be a better fit with the goals of therapy or the person.

Personally, I work with an integrated framework, along with an intersectional approach, with a trauma based lens. My training helped me specialise in evidence based interventions and assessments. Feel free to ask me anything about my training, or about the modalities I use in therapy.

I am sure that our journey together will be full of discoveries, trust, and growth.

Record Keeping

Records such as personal information like name, contact details, date of birth, demographic details, and therapy notes are maintained in hard copy, in a single file which is not accessible to anyone but the psychotherapist and her assistant. These records are only used for psychotherapeutic intervention purposes. Five years after the termination of therapy sessions, these records are destroyed.

Information such as name, age, email address, diagnosis and payment record are maintained online on a safe and secure cloud server accessible only to the psychotherapist and her assistant. The psychotherapist takes reasonable steps (e.g. de identifying) to establish and maintain the confidentiality, privacy and security of information that is recorded elsewhere.



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Contacting Me

The office hours are usually 9am to 9pm. You can reach out for any queries at +91 8851779614 and your calls/messages will be reverted to within 24 hours in case they are missed. The days off are Wednesdays and Sunday (post 5PM). You can also reach out via email at authenticpsychologist@gmail.com.

Confidentiality

A psychotherapist and client relationship is built on trust and safety. The discussions between the client and psychotherapist will be limited to the psychotherapist and will not be shared outside of the therapy room. For maintaining credible and quality care, the case details might be discussed with a supervisor/in an academic setting, in which case your identification details will remain undisclosed. This right to confidentiality is absolute, with exception to the scenarios mentioned below:

1. In case of harm to self, the psychotherapist is required to break confidentiality for your safety and inform your caregivers.
2. In case of harm to others, the psychotherapist is legally required to contact the police for protection of the intended victim.
3. In case of abuse or neglect of a vulnerable child, adolescent or adult, the psychotherapist is required to inform the legal authorities.
4. If mandated or required by any court of law



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All of the above will be discussed with the client before taking any necessary steps, wherever possible. If the sessions are being conducted online, the psychotherapist can take responsibility for personal notes and communication being confidential but not for the online platform (e.g., Zoom, Google Meet). For online sessions, the psychotherapist will be in a safe and private environment and would encourage clients to be in a similar space while taking these consultations. Online therapy cannot be conducted in public spaces.

Using a password protected Wi-Fi is strongly recommended rather than a public Wi-Fi. **Sessions should not be recorded either by the client or psychotherapist.**

The psychotherapist has a professional social media account on Instagram which is a public profile but any personal information shared by the clients on social media will never be shared in any form on that account (eg. feedback, queries, issues etc.). However, everything sent to the psychotherapist via social media (eg. Instagram) may be seen by the social media manager so it is suggested to be mindful of the information being shared on such platforms to protect the privacy.

Responsibility for adverse events

The psychotherapist would use their professional discretion to provide required recommendations about the type of professional service that may be required at any given point of time. At the same time, the psychotherapist cannot be held responsible, should any adverse events, such as lack of improvement, deterioration or situations of potential risk of harm to self or others, occur during an online consultation. In such situations, the client may be advised to obtain treatment at the nearest available mental health or emergency service.



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Fees

The fee is mentioned on the website www.authenticpsychologist.com . There is a sliding scale available for those who need it but there is a limited number of clients the psychotherapist takes up monthly for the same. Payment must be made at least an hour before the session.

Cancellation Policy

Therapy is a voluntary process. The client can terminate the sessions at any point in time. However, it is preferred if it can be done after informing and discussing with the psychotherapist.

Any cancellations can be made at least 12 hours prior to the session. After this, 50% of the fee will be charged for cancellation.

If the client has booked a session and does not show up without prior notice, then the client will have to pay full fees (100%) of the agreed session for that missed appointment. A reminder will be sent 5 minute into the session and there will be a waiting period of 15 minutes. If the client is not in the session till then, it will be considered no show. If there is a continuous absence in sessions for 30 days and the psychotherapist is not able to contact the client, the contract will be immediately terminated.

Rescheduling the Sessions

It's understandable that even after scheduling sessions, there may be days when the client would need to reschedule due to prior engagements. The client can inform the psychotherapist 12 hours in advance of



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the scheduled session if they wish to reschedule. If the session is rescheduled within 12 hours of the scheduled appointment, 50% of the session's fees will have to be paid.

Complaints

If the client has any concerns or complaints about the intervention (therapy), please feel free to communicate about it with the psychotherapist so that she can respond to your concerns. The psychotherapist will take your criticism seriously, with care and respect.

Governing Law and Jurisdiction

This agreement shall be governed by the laws of India. The courts of New Delhi shall have exclusive jurisdiction to settle any disputes that arise out of this or in connection with this agreement.

Entire Agreement

This agreement constitutes the entire agreement of the psychotherapist and client with regard to the subject matter and supersedes all previous written or oral agreement or understandings between them whether expressed or implied.

Informed Consent for Research

As a mental health practitioner, it is my duty to provide credible, evidence based intervention to the clients. It also requires me to contribute to the scientific community for the growth and development of psychology, which also leads to continuously evolving interventions for the clients.



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In case the client consents, the psychotherapist can use the client's case details for the purpose of research.

Any personal and identifying information of the client would not be disclosed.

I consent to the psychotherapist using my de identified case details for research purposes -

Yes

No



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Informed Consent

I have read and understood the above-mentioned conditions and asked any questions pertaining to the same. I understand the limits to confidentiality. I agree to take therapy sessions with Ms. Shubhangi Agrawal and understand that I can withdraw, refuse any suggestions or requests made by her. I understand that the psychotherapist cannot guarantee 'cure', a definite number of sessions, or prescribe medication of any kind for the treatment. In case the mode of therapy is online, I understand that video/audio consultation has its own limitations as compared to in-person sessions and some details could potentially be missed out despite the psychotherapist's best efforts. I understand that online consultations are not suitable for help during a crisis or emergency thus, in emergency situations I can reach out to my emergency contact, helpline number or the nearest hospital. I also understand that the psychotherapist will try her best but may not be able to answer all my calls, messages, emails as and when needed. I have read and fully understood this agreement and the stated policies. I confirm that I am the age of eighteen or over. I have read and agree with 8/8 pages of this contract and I enter into this agreement voluntarily and with competency.

Emergency Contact (Name & Number):

Full Name:

Psychotherapist Name: **Ms. Shubhangi Agrawal**

Signature:

Signature:

Date: