



## Macdonald Psychological Services

Suite 430, 1032-17th Ave. SW Calgary, Alberta T2T 0A5  
Phone: 403-229-3455 complexlearners.com

### Intake Information

**Macdonald Psychological Services will keep all information strictly confidential**

Client's Name:	Date of Birth: mm/dd/yr	Age:
Languages Spoken at home:	Gender Male Female Other: please specify	
Mailing Address <b>with postal code:</b>		
Home Phone:	E-Mail:	
Cell Number:		
Work Phone:	Permission to Call? Yes or No	
Occupation:		
Emergency Contact Name and Phone:		
How did you hear about our services:		

#### FOR OFFICE USE ONLY

Payment Method Confirmed     Reviewed Initials     Verbally Reviewed Consent

**PLEASE INITIAL THE BOTTOM OF EACH PAGE TO ENSURE THAT YOU HAVE  
READ AND UNDERSTOOD THIS ENTIRE DOCUMENT  
Getting to Know You**

In your own words, please describe what brings you to our offices (i.e. any specific concerns or issues you would like to address through our work together). Feel free to describe this in as much or as little detail as you wish. Use additional paper if you like.

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**Welcome to Macdonald Psychological Services**

It is our pleasure to have the opportunity to work with you. This document provides an outline of our primary policies. It is important for you to be able to review these policies so that you are informed. Please feel free to ask questions at any time!

**Dr. Brent Macdonald** is a registered psychologist in good standing with the College of Alberta Psychologists. Dr. Macdonald holds a Bachelor of Arts Degree from the University of Prince Edward Island, along with a Bachelor of Education Degree from Saint Mary's University. His graduate degrees include a Master's Degree in School Psychology from Mount Saint Vincent and a Doctor of Philosophy in Applied Psychology (Counselling) from the University of Calgary.

Dr. Macdonald has worked with schools and families on a variety of topics. He has been a senior administrator at an independent school for students with Learning Disabilities and maintains an active role in teaching at both the undergraduate and graduate levels at Mount Royal University (Courses taught include: Introductory Psychology, Abnormal Psychology, Lifespan Development and Educating Students with Special Needs) and the University of Calgary (where he holds status as Adjunct Assistant Professor and has taught undergraduate and graduate courses in a wide range of areas related to counselling and assessment; he also designed and taught the newly reconfigured Bachelor of Education program's Educational Psychology course).

Dr. Macdonald has training and experience in individual, family and group psychotherapy with children, adolescents and adults. If your needs are in areas beyond our scope of training and experience, you will be referred to more appropriate resources.

### **Provisional Psychologists**

Provisional Psychologists are individuals who have completed their Master's level training in a specific field in applied psychology (counselling, school psychology, clinical psychology, etc.) and have registered with the College of Alberta Psychologists (CAP) for supervised training with a registered psychologist. Provisionals will work under the direction of Dr. Macdonald and will be an important part of the consulting team and will, with permission work with clients in a variety of capacities, including data scoring/ interpretation, documentation services, and direct client contact. **Please initial if you do NOT wish for a provisional to be involved in your contact with MPS: \_\_\_\_.**

### **Services**

Typically, the first session involves getting to know one another and identifying how we may be best able to provide appropriate services. The services we provide fall within three broad categories:

#### **1) Assessment**

We provide a range of assessment services, including psychoeducational, personality, career/ interest, learning skills, and post-secondary readiness assessment. It is recommended that if you are pursuing assessment services, you provide us with **copies (no originals please as we do charge .50 per page to make copies in our office)** of any available documentation you may have that would inform the assessment process. Such documentation could include:

- Report Cards (the more, the better!)
- Individual Program Plans
- Previous Assessments (psychological, speech-language, occupational therapy, etc.)
- Other relevant documentation (health records relevant to the reason for assessment, etc.)

For instance, a **complete** psychoeducational assessment can involve:

- **Cognitive/ intellectual ability assessment** (@2 hrs.)
- **Academic ability assessment** (2-3 hrs.)
- **Social-Emotional/ Behavioural assessment** (2-3 hrs.)
- **Informal assessment** (@ 1-2 hours)

- testing appointments are typically separated over 3-4 sessions (@ 3-6 hrs. total for testing time)
- **School observation** (where appropriate and possible) (1-2 hrs.)
- **Data scoring** and interpretation (2.5 hrs.)
- **Report writing** – you will be provided with an interpretive report, with specific recommendations, at the end of the assessment process (4 hrs.) **Please note that the final written report will be made available 4-6 weeks following the feedback session.**
- **Feedback Session** – the feedback session provides us with an opportunity to share assessment data and, most importantly, recommendations with parents and, where appropriate, the client (1.5 hrs.)
- **School Feedback Session** – where appropriate and possible, it is often very valuable to share assessment data and collaborate with teachers/ administration on strategies. Fee for service includes meeting time and preparation time, but not travel time if within Calgary city limits (1-2 hrs.)

Other assessments vary in length and complexity and would be accounted for differently in terms of rates for services. The written report will be available 4-6 weeks after the feedback session.

## 2) Counselling

We provide a range of counselling services, with a focus on children, adolescents, young adults, and parents of children who may be struggling with a variety of issues including academic and/ or social frustration, anxiety, depression, problems with learning and attention, sibling conflict, and other broad areas related to psychosocial development. Additionally, we also work extensively with clients within the “complex-gifted” population (i.e. students who are very intellectually – or otherwise –gifted – but who have difficulties nonetheless with learning, attention, social skills, etc.).

If we enter into a counselling relationship, one of our first tasks will be to collaborate on goals for our work. It is important that these goals be as objective as possible. Once we have developed these goals, you will be engaged in discussion as to how the appropriate services will attempt to be helpful. Our goal is to make our professional relationship one in which you receive the maximum benefit possible. We will be able to discuss any of your assumptions, problems, or possible negative side effects of our work together.

### 3) Consultation

There are often times when a full assessment may not be advisable, or a counselling relationship may not be necessary. We provide a range of consultation services, which can include, but are certainly not limited to:

- high school advising/ course selection/ planning;
- post-secondary advising/ course selection/ planning;
- dealing with conflictual relationships at home/ school;
- developing effective learning/ study skills;
- establishing effective homework approaches for families;
- developing healthy home routines to reduce stress and conflict;
- collaborating with parents to develop effective strategies to work with children;
- stress management;
- presentations to parent groups, school staff, and other professional groups

### Learning Strategies

Macdonald Psychological Services provides clients, upon request, with learning strategists/ tutors.

- **Externally recommended learning strategists/ tutors** are not employees of Macdonald Psychological Services, nor are they affiliated in any way with Dr. Macdonald. These learning strategists/ tutors are typically certified teachers who have expressed an interest in providing learning strategies or subject-specific tutoring services as independent contractors. Macdonald Psychological Services provides an introductory role in provision of these services, but does not manage or otherwise formally evaluate the effectiveness of such services. Parents and clients make arrangements with the learning strategists/ tutors independently and Macdonald Psychological Services holds no responsibility for the quality or effectiveness of the independent contractors.

### Appointments

Services are available by appointment only. The length of the appointment time varies based on the services provided. Assessment sessions can occur over 50-150 minutes, depending on the nature of assessment and the energy level of the client. Counselling sessions are usually scheduled for a 50-minute time slot. Because the appointment is reserved for you, it is necessary to charge you for appointments that are not cancelled at least 48 hours in advance. Failure to provide a 48-hour notice of cancellation generally means that some other person is not able to use that appointment time. Clients will be charged at full hourly rates for missed

appointments. Generally, charges for missed appointments cannot be submitted for health insurance reimbursement.

## Contact

During times that we are unavailable, or not in the office, Macdonald Psychological Services phone messages are answered by confidential voice mail. This service is available 24 hours a day, seven days a week. Messages are checked frequently during the daytime Monday through Friday. Email is also checked frequently through the week, but again, immediate responses may not be possible. Please note that all efforts towards internet security are utilized, but it should be recognized that email and temporary cloud-based data storage is not always a 100% secure means of confidential communication. Since this practice is for outpatient services only, Macdonald Psychological Services cannot guarantee around-the-clock or weekend availability. Therefore if you should experience any crisis and we are not available, you may proceed to the emergency room that is closest to you or contact 911. There is also an excellent list of community resources available through Calgary Health Services at:

[www.albertahealthservices.ca/services.asp?pid=stype&type=25](http://www.albertahealthservices.ca/services.asp?pid=stype&type=25)

## Documentation Services

All documentation regarding the client (including file, assessment protocols, and session notes) is maintained by Macdonald Psychological Services. We also utilize cloud-based technology for temporary file sharing among Dr. Macdonald and his staff. Cloud-based data storage is a web-based server that allows for confidential file sharing. While every effort is made to maintain and protect your confidentiality, electronic media can often present risks beyond our control. **If you do *not* wish to have any of your file information shared via cloud-based storage between Dr. Macdonald and his staff, please indicate by initialing here: \_\_\_\_\_**

## Other Psychological Services

Sometimes, the nature of a person's problems indicates that hospitalization or the use of medications should be considered. However, we do not prescribe medication or admit people into hospitals. In cases where medication or hospitalization may be indicated, Macdonald Psychological Services would be available to work cooperatively with the physician of your choosing; please be advised that this consultation service is billed at the same hourly rate as all other services. It would also generally be the case that the clients who utilize the services of a physician would do so while continuing psychological treatment.

## Termination of Services

Termination of services may occur at any time and may be initiated by either the client/guardian or Macdonald Psychological Services. If done properly, termination

can be a constructive, useful process. If a referral is warranted, it would be made at that time.

## **Client Rights**

At any time, clients may question and/or refuse therapeutic or diagnostic procedures or methods, or gain whatever information they wish to know about the process and course of therapy. Clients are also assured of confidentiality that is protected by the professional ethics of the Canadian Psychological Association ([www.cpa.ca](http://www.cpa.ca)) and the College of Alberta Psychologists ([www.cap.ab.ca](http://www.cap.ab.ca)). There are, however, important exceptions to confidentiality that are legally and ethically mandated. In general terms, these exceptions include the following: (1) instances that a client has an intention to harm either himself/herself and/or others; (2) instances where there is a suspicion of child abuse or neglect; (3) a court order is issued for records within the context of a legal case in which psychological functioning is the client is deemed a relevant variable (of course, in these instances the court would first have to know about the therapy relationship).

Confidentiality will be respected in all cases, except as noted above, and in those unusual cases where clinical judgment suggest that the maintenance of confidentiality is potentially life threatening or seriously harmful; in these rare situations we would discuss all relevant matters, unless we judge that doing so could be harmful. In the event that a court order for records or testimony is received, the policy will be that the client will be notified and provided with a copy of the order.

Parents are encouraged to allow the trust relationship develop between Dr. Macdonald and his staff and the client; as such, while we may discuss, with the client's permission, broad areas of our work together, more detailed requests from parents for specific information are not always therapeutically advantageous.

## **Fee-for-Service**

Macdonald Psychological Services charges a fee-for-service that is largely guided by the recommended fee schedule provided by the Psychologists Association of Alberta ([www.psychologistsassociation.ab.ca](http://www.psychologistsassociation.ab.ca)), while also taking into account relative educational background, training, and experience. The fee for service is **\$225/ hr.** Many times, these fees may be covered (at least in part) by the client's extended health care plan. Any work conducted by staff members under the supervision of Dr. Macdonald will be billed at the same rate.

Specific documentation and communications services (providing letters to external agencies, emails to clients, telephone calls, revisions/ addendums to client documents, etc.) will be billed at the regular hourly rate. Please note that we also have a service charge for providing photocopies in our office. The rate for photocopies is **.50¢ per page.**



Invoices will be expected to be paid upon presentation or by mutual agreement. If you are using an extended health care provider for coverage, please ensure that you have your coverage details clarified prior to receiving your invoice. Any changes to invoices made after payment will be billed at a cost of \$225 for administrative time and associated fees. For assessments, a pre-approval will be taken on your credit card at the time of the intake session, but you will not be billed until the service has been completed.

Please find below a copy of our credit card authorization release. You will only be billed as per your invoice and as stated above. A copy of your paid invoice will be emailed to you after your payment has been applied. Your information is kept confidential.

Please provide your credit card information below.

Visa or Mastercard (please circle one)

Credit Card #: \_\_\_\_\_

Expiry date: \_\_\_\_/\_\_\_\_

Authorization code: \_\_\_\_\_

This is the 3 or 4 digit code on the back of your card.

Name on Card: \_\_\_\_\_

Signature: \_\_\_\_\_

In certain situations, Dr. Macdonald provides *pro bono* services: such services will need to be agreed upon prior to engagement of services.

### Questions?

Please feel free to share any general questions that you might have that we could address with you at our first meeting:

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## Consent for Services and Sharing of Information

On behalf of \_\_\_\_\_, I, the undersigned, hereby give  
Client's Name

consent for the following services offered by Dr. Brent Macdonald/ Macdonald  
Psychological Services:

(Please check all that apply)

- Psychological/ Educational Assessment
- Counselling Services
- Consultation
- Learning Strategies
  
- Release of information** to the following individual(s)/  
organization(s) (such consent is only for the purposes described  
above):

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- Obtaining information** from the following individual(s)/organization(s)  
(such consent is only for the purposes described above):

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I am aware that any information shared with external individuals/ organizations  
will be done so with the best interests of the client in mind.

I have read and initialed the preceding 8 pages and been informed of the nature of  
the services being provided, along with the nature of the confidential relationship  
and the limitations of confidentiality. I understand that this consent is voluntary  
and may be withdrawn at any time.

\_\_\_\_\_  
Name (Please Print)

\_\_\_\_\_  
Witness (Please Print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Witness Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date