

EAP INTAKE & INFORMED CONSENT FORM

Date of Referral	Date of Intake	Client ID

CLIENT'S NAME:

First Name	Middle Name	Last Name

Age	Date of Birth	Gender	Civil Status	Religion

Address:

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CONTACT INFO

Mobile Number	E-mail Address

	HOME	WORK
Contact number:		
May we say the clinic name?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

EMPLOYMENT/OCCUPATION

Department/Business Unit:	
Company:	

REASON FOR CONSULTATION/PRESENTING PROBLEM:

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CASE BACKGROUND: *(Kindly write, in short paragraph, the details of your case/problem)*

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Referred by:		Contact No.:	
Address/Institution of Referring Person:			
Reason for Referral:			



Welcome to the **Argao Center for Psychological Services**. Please read the information in this document carefully as it contains important details about the nature of services, scheduling and cancellation policy, practical information, privacy and use of information, and limits to confidentiality. After reading this Agreement, please sign your name below to accept the terms of this Agreement.

CONSENT AND AGREEMENT FOR PSYCHOLOGICAL SERVICES

I, _____, of legal age, and a resident of _____

accept and unconditionally agree to avail and undergo the psychological services provided by the **Argao Center for Psychological Services ('Center')**. I also state that in personally signing, I state that I understand the following provisions:

- A. **Nature of Psychological Services.** The Center, through its mental health service providers, will provide online mental health consultations or psychological counseling (Service) using its telepsych platform. The Service I avail is part of the Employee Assistance Program covered by the Service Contract entered into by and between the Center and my employer.
- B. **Schedule and Appointments.** The Center provides its services on an appointment basis. Should I decide to change or cancel my appointment, I can do so at least 10 hours prior to my appointment. Failure to do so or to communicate with the Center will be indicated as 'Did Not Appear' and the session will be marked as completed. If I am late, the session will still end at the booked schedule, however, the mental health service provider has the right to terminate the session if I don't login within 15 minutes of my appointment, and the session is forfeited in favor of the Center.
- C. **Emergency Care and Crisis Situation.** The Center is not able to provide emergency care services for psychological or psychiatric emergencies. Individuals who are experiencing emergency situations, especially those in need of psychiatric medications, must seek psychiatric help available in other mental health facilities. Individuals who are in a crisis may be provided minimal interventions available to restore normal functioning. The Center may divulge information to a family member, company representatives, or other health care professionals regarding this situation.
- D. **Social Media Policy.** Some clients wish to invite mental health services providers to be friends on Facebook, Instagram, Twitter, or other social networking sites. Unfortunately, mental health services providers are unable to accept requests of this kind. We feel your privacy and confidentiality are better protected if mental health services providers are not part of your online social network. In addition, this creates appropriate boundaries in the therapeutic relationship in which you can communicate important aspects of your life to your mental health services provider, rather than the mental health services provider reading about your life online. It also keeps mental health services providers' lives private and separate from therapy, so that the focus remains on you and the reason(s) you wish to attend treatment. Please feel free to discuss any questions/concerns about this policy with your mental health services providers.
- E. **Recording of Sessions.** Service providers may conduct audio and video recording of the sessions, with the consent of the client. However, clients are not allowed to record sessions through any means without the consent of the service provider.
- F. **Limited Liability.** Subject to the mental health service provider's and the Center's compliance with Section II. E. of the Service Contract and the following sections on Limits of Confidentiality and Privileged Communication, I absolutely relieve the mental health service provider and the Center from any responsibility or liability as witness, in connection with the services I avail, in any proceedings in court or in any administrative agency where said psychological services and/or assessment results may be used in evidence for whatever nature or purpose, UNLESS when the services are specifically provided for the said purpose. The Center and its mental health service providers shall not be held liable for any actions of my employer or its agents, resulting from or in connection with the psychological services I avail.

LIMITS OF CONFIDENTIALITY

The contents of a consultation, intake, assessment, counseling, or psychotherapy session are considered **CONFIDENTIAL**. Verbal information and/or written and digital records about a client cannot be shared with another party without the written consent of the client or the client's legal guardian. It is the policy of the Argao Center for Psychological Services not to release any information about a client without a signed release of information. However, we are legally and ethically allowed to break confidentiality (See RA11036 Chapter II Sec. 5 (I) and PRB Psychology Resolution 11 S.2017 Sec. IV Clause B) in the following circumstances:

- 1. **Duty to Warn and Protect.** When a client discloses intentions or a plan to harm another person, the mental health professional is required to warn the intended victim and report this information to legal authorities. In cases when the client discloses or implies a plan for suicide or self-harm, the health care professional is required to notify authorities and make reasonable attempts to notify the family of the client.
- 2. **Abuse of Children, Women, and Vulnerable Adults.** If a client states or suggests that he or she is abusing or has recently abused a child, woman, or vulnerable adult, or that a child, woman, or vulnerable is in danger of abuse, the mental health professional is required to report this information to the appropriate legal authorities. We may also disclose information on reasons provided for Section 21 of R.A. 9262 or the Anti-Violence Against Women and Their Children Act of 2004.

Signature over Printed Name of Client

Date



PRIVACY POLICY

In line with the Services that you avail with the Argao Center for Psychological Services (“Center”), data and personal information is acquired and stored. The Center assures its clients that we ensure the confidentiality and security of the data we acquire. Please read this Privacy Policy (hereinafter referred to as “Policy”) as it describes the information we collect and what happens to the information. This Policy was last updated on 15 November 2020 and is subject to change at any time.

By engaging/availing our services and using our websites, telepsychology platform, online scheduling system, and online test administration platform (hereinafter collectively referred to as “Platforms”) constitutes your agreement to this Privacy Policy. This Policy is supplementary and forms part of the Center’s Terms and Conditions AND/OR Service Contracts entered with the Center.

SECTION I: INFORMATION AND PERSONAL DATA COLLECTED

- 1.1. We collect the following information about you when you engage our services, register for an account, register for our training or seminars, book/schedule an appointment, take our online tests, use our telepsychology platform, and when you transact with us regarding our services. Information we collect and store include:
 - 1.1.1. Last Name
 - 1.1.2. First Name
 - 1.1.3. Middle Name
 - 1.1.4. Date of Birth
 - 1.1.5. Sex and Gender
 - 1.1.6. Religion
 - 1.1.7. E-mail Address
 - 1.1.8. Contact Information
 - 1.1.9. Billing or Mailing Address (Complete Address)
 - 1.1.10. Emergency Contact Information
 - 1.1.11. Medical and Health Information
 - 1.1.12. Family, Social, and Personal history
 - 1.1.13. Psychology-related information
 - 1.1.14. Employment Information
 - 1.1.15. Information from collateral sources
 - 1.1.16. Information regarding profession and/or license (for training, seminar, or CPD programs only)
- 1.2. Our websites and Platforms also automatically track information such as internet protocol (IP) address, browser types, device used to access the site, date and time of access, and location of access. This information is used to monitor site use and for website analytics.
- 1.3. Our Payment Gateways (i.e. Mobile Banking, Paymongo, PayPal, or GCash) may collect information related to your payment transactions which may include credit card information, bank account information, billing address, name, contact information, and e-mail. This information is not accessible nor available to us and are solely stored and managed by the Payment Gateways.

SECTION II: PURPOSE OF PERSONAL DATA COLLECTION

The Center collects your information and personal data for the following purposes:

- 2.1. Personal information collected in the course of our services that includes those stated in Section I Clause 1.1. are used for case management, patient/client management, technical and customer support, e-commerce and related services, transactions between the Center and the client/patient, billing, collection of payment, and assisting law enforcement efforts on collecting debts and bills;
- 2.2. To assist in the development of assessment reports, evaluation reports, or psychological reports;
- 2.3. To guide treatment planning and decision-making;
- 2.4. For monthly utilization reports and analytics;
- 2.5. For information collected in relation to seminars, workshops, or continuing professional development programs, such information may be used for regulatory and reportorial purposes required by regulatory bodies such as the Professional Regulatory Commission; and,
- 2.6. For outcomes research.

SECTION III: DISCLOSURE OF INFORMATION AND PERSONAL DATA

- 3.1. The Center does not disclose information and personal data to third parties, unless we have acquired your written, digital, or recorded consent or as provided by law.
- 3.2. Professional Information acquired in relation to continuing development programs is transmitted to the Professional Regulation Commission and included in the reportorial requirements set by the said Commission.
- 3.3. Information and Personal data obtained will be kept confidential, subject to provisions of applicable laws.

**SECTION IV: STORAGE, DELETION, AND DISPOSAL OF INFORMATION**

- 4.1. The Center stores your personal data and information within its physical file storages and case files, electronic health records, servers, databases, and storage in relation to the purposes stated in this Policy.
- 4.2. The Center has contracted the services of third-party providers for our Platforms. Our Platforms store data on their servers which are based in the United States of America. All data on the platforms are encrypted and stored securely and in compliance with privacy laws.
- 4.3. The Center destroys documents and deletes information related to the availed services one (1) year after the services have been terminated.
- 4.4. For CPD Programs, we delete personal and professional information one (1) calendar year after the said information have been submitted to the Professional Regulation Commission, when applicable, for reportorial and monitoring purposes.
- 4.5. We may store information longer if we deem necessary and as permitted by Law. In such cases, documents are anonymized and identifying information are redacted.
- 4.6. Physical documents containing personal data are stored in secured locations accessible only to the Center's authorized personnel.

SECTION V: DATA PROTECTION MEASURES

- 5.1. The Center makes all reasonable arrangements to ensure that personal data and information that we collect and store are protected against unauthorized access, collection, use, disclosure, copying, modification, disposal, or similar risks. Our employees, mental health service providers, and staff are trained on how to properly handle data.
- 5.2. Our websites and Platforms use security software, programs, and/or services to help secure the stored data. Unfortunately, transmission of information via the internet is not completely secure. We do our best to protect your data, but we cannot guarantee the security of the data you transmit to our site. Any transmission is at your own risk.
- 5.3. The client/patient takes personal responsibility for information transmitted to our websites and through e-mail. The Center is not responsible for security of the user's own browser, internet connection, or device.

SECTION VI: ACCESS TO YOUR INFORMATION

- 6.1. Our clients have the right to access and request a copy of the information we hold and the ways in which we have used and disclosed that information.
- 6.2. The Center reserves the right to charge a minimum fee for the access to or the copy of the information.
- 6.3. Information such as answers to psychological tests, psychological test scores, and information in psychological test materials cannot be provided to the Clients as per policies on the use of test materials.

SECTION VII: LIMITATIONS TO THIS PRIVACY POLICY

- 7.1. The Center shall not be liable for information collected, stored, and disposed by our payment gateways. Payment gateways and systems have their respective Privacy Policies and those shall apply for the data and information they collect and manage.
- 7.2. The Center shall also not be liable for the handling and storage of information submitted to or collected and stored by regulatory bodies.
- 7.3. The Center has contracted the services of third-party providers for our Platforms. The third-party providers have been selected with data privacy and security as a primary consideration. Our Platform providers guarantee that their data processing is compliant with privacy laws and the security of data that is collected and stored. However, the third-party Platform providers shall be responsible and takes liability for the security of data collected and stored in their servers and databases.

SECTION VIII: NOTIFICATION OF CHANGES

- 8.1. The Center reserves the right to amend this Privacy Policy at any time with or without notice. The updated Privacy Policy shall be made available on our websites.

For questions or concerns, please contact us through:

- info@argaocenter.com
- +63 45 981 5564
- +63 999 713 8844

For the latest version of this Privacy Policy, visit www.argaocenter.com/privacy-policy.