



## **What to Expect from Your Initial Consultation**

### **What will happen in my initial assessment consultation?**

In your initial appointment, your clinician will ask questions about the reason(s) you are seeking help including information about your mental and physical health and wellbeing. They will also ask questions about your history such as when the problems started what help you have received before, and your views on what is important to you. The assessments are thorough and gather a lot of information. This allows us to build an accurate picture of what you are experiencing and to plan how we can best help you.

### **What happens after the initial assessment consultation?**

After your initial assessment, which may occur over several appointments, your clinician will share with you their understanding of the difficulties that you have been experiencing, what your needs are, and suggest ways we might be able to help you. Often, further follow up or treatment will be offered with the same clinician that first assessed you. However, in certain situations you may be offered support from another specialist within our team. Occasionally we might suggest an onward referral to another service provider who we think will be better able to meet your specific needs. Any decisions regarding our treatment recommendations will be clearly discussed with you so that the next steps are clear, and you will be given opportunities to ask questions.

### **What is your cancellation policy?**

We require at least 48 hours' notice if you wish to reschedule or cancel your appointment. For cancellations with less than 48 hours' notice, or if you do not attend your appointment, a cancellation fee of 100% of the appointment charge will be charged. Please note that most insurers will not cover a potential cancellation fee so you would be invoiced directly.

### **Duty of confidentiality: What will happen with the information you share with us?**

We have a duty to ensure that personal information is stored securely and confidentially in line with our privacy policy

We will need to share clinically relevant information with relevant professionals, including the professional who referred you to us, to ensure that you receive the safest and best possible care. One of these professionals is your General Practitioner (GP) because we believe that it is essential that your GP is included in your care.

Information sharing also goes both ways, and there may be times where we need to liaise with your GP or other health and social care providers to request relevant further information about your health and/or social care.

### **Can you request that certain information not be shared with your GP?**

Generally, we would advise you to allow us to be as honest and open when we communicate with other clinicians including your GP. However, you are welcome to request that some information is not shared. If you would like us to withhold detailed information then please discuss this with your clinician.

There are certain types of information which are critically important for your safety or the safety of others. We have a professional and legal duty to inform other clinicians of safety critical information. It may not be possible for us to continue to provide care for you if you do not consent to this information being shared. Please discuss this with your clinician if you require further information.

### **Would confidentiality ever be broken?**

Your confidentiality is incredibly important to us. In exceptional circumstances when your safety or someone else's safety is at risk, we may have a duty to share essential information with others in order to minimise or prevent harm. If this were to happen we would follow best practice guidelines, including those issued by the General Medical Council, for example. We would always try to involve you in decision making around what information we share with outside parties when this is safe.

### **Where can I get more information?**

More information on this is in our privacy policy. Please ask for a copy if you would like to see it.

### **What is a carer?**

A carer in a broad sense is someone that is significant in the life of the client or patient, who provide some degree of support. It is important that you're given the opportunity to identify who you consider to be carers. A carer is most commonly a family member such as spouse or relative, or a friend.

### **Will your clinician speak to my carer?**

It is best practice to ask the opinions of carers. We will not however break confidentiality by sharing any information about you or your care, unless we have asked your permission first. The only occasion where breaking confidentiality might occur would be to prevent harm, and we take these decisions very seriously.

**Can my carer request that the information they provide remain confidential?**

We will always explore why they wish to keep information confidential, and we will always endeavour to be transparent with you. We will not however break the confidentiality of the carer unless it is critical that we do so.

**Will I receive a copy of my assessment report?**

Yes, on request a copy of your assessment report will be provided to you.

**Can I request a copy of my medical records?**

Yes. All requests need to be in writing. If you do require a copy of your records, please email us on [enquires@bloomfieldhealth.com](mailto:enquires@bloomfieldhealth.com)

**Are appointments face-to-face or virtual/on-line?**

We offer both options. If you have a preference, please let us know and we will do our best to accommodate your request based on availability.

**What is the best way to contact Bloomfield Health?**

Some clinicians may provide their email address to patients at their discretion. However, our clinicians will have very busy schedules and may work part-time, so the best way to ensure a swift response you should email our Enquiries inbox ([enquiries@bloomfieldhealth.com](mailto:enquiries@bloomfieldhealth.com)). Our admin team can pass on any urgent messages to your clinician as this inbox is monitored during our business hours.