



**TIME TO TALK**  
**SINGLE SESSION COUNSELLING/SOCIAL WORK SUPPORT**  
**Participation Agreement**



PCN Wellness Centre  
4000, 1800 - 194 Avenue S.E. Calgary, AB T2X 0R3  
Phone: 403.668.8600 Fax: 403.668.8610

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**Welcome to the Time to Talk (T2T) Single Session Telephone Support Program offered through the South Calgary Primary Care Network. This document outlines what you can expect from the session.**

We provide support, counselling and resources for patients who may be experiencing difficulties in accessing services and/or who are experiencing mental health challenges.

Single session telephone support services are 60 minutes long. At the end of the session we will provide suggestions for follow up.

All Time to talk clinicians are accountable to their respective professions through the College of Alberta Psychologists and to the Alberta College of Social Workers. They abide by the Health Professions Act and adhere to the Code of Ethics and Standards of Practice of their regulatory bodies.

**Your health record**

Records are created and maintained under your name in our electronic health record with the South Calgary Primary Care Network.

If your referral was initiated by your physician then we will send them a short note summarizing our conversation and updating them on the recommendations that we shared with you in the session.

**Confidentiality**

Patient information is treated with the highest standard of confidentiality. It is used to facilitate the therapeutic process and maintain accurate records. Information you provide is collected, used and disclosed in accordance with the Health Information Act of Alberta. We will not seek patient information from, or provide it to, any other person or organization without your verbal or written consent, except where required by law.

Where a patient is a minor or dependant adult, the guardian has the right to impose a limit on the patient's right to confidentiality. Access requests for couple or family records will be handled on a case by case basis.

Legislation permits the disclosure of your health information, without your expressed consent for purposes such as providing or continuing health services, mitigating risk of harm to yourself or to another person, if the disclosure is authorized by another Act, such as the safety of children, or if the information relates to an offense or an investigation of a possible offense. Your health record can also be subpoenaed for court purposes.

**Clinical Supervision/Team Collaboration**

To ensure that we can continue to grow as professionals, we work collaboratively with our team and on occasion our clinical work is supervised. In the case of telephone counselling, we may have a session with two clinicians on the phone. We believe that it can be useful to have more than one perspective and this service is designed to enhance your experience. These discussions are bound by our standards of confidentiality as mentioned above.

**Out of Scope**

We are not able to provide 3rd party assessments, psychological testing, psychiatric medication consultations, custody evaluations, readiness/return to work reporting, parenting assessments or developmental assessments.

**Contacting Us**

If you need to speak with us directly during business hours, please call 403.668.8600.

Should you need confidential after hours assistance, please call the Distress Centre 24 hours a day at 403- 266-4357 (HELP).

**I acknowledge that I have read and understood the above information and I consent to services/treatment with the Time 2 Talk Program. I also understand that I can withdraw this consent at any time. Furthermore, I understand that my consent may be obtained verbally and this will be noted by the clinician at the time that this form was reviewed.**

Name: \_\_\_\_\_

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

Witness name: \_\_\_\_\_

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

Date: \_\_\_\_\_