Observation, Taping, Records, Confidentiality and the Professional Relationship

Permission for all services to be observed by supervisors and other trainees is a requirement in Psychological Services to facilitate student training. We may also request your permission to make video or audio tapes of sessions, but if you are uncomfortable with taping you should discuss any concerns with the trainee.

The Clinic is required to keep accurate records about your services, and this clinical record belongs to the Clinic. However, as stated in the Consent for Services form, all information about you in your clinic record or known to clinic personnel, including taping, will be held strictly confidential and will not be released outside the Clinic without your written permission except as provided by law. For couples or family therapy cases, written permission is required from all adult parties.

Exceptions to confidentiality include the following:
1. Any information involving harm to or abuse of a child, elder adult or disabled person;
2. Legal proceedings concerning child custody;
3. A valid, written order from a court of law;
4. Emergency situations involving possible harm to self or others.

The relationship between trainee and client should be supportive and helpful; however, it must remain professional. Business, personal, or other outside relationships are not permitted under clinic policies or ethical standards of professional practice.

Mental Health Emergency Services

Crisis Hotline
Telephone crisis counseling
Houston 713-468-5463 or 713-228-1505
Teenline 713-529-Teen (8336)
Spanish Hotline 713-526-8088

Harris County MHMR
Harris County Residents
713-970-7000

The Gulf Coast Center
Galveston or Brazoria County Residents
800-643-0967

Devereux Hospital
Emergency Hospitalization
League City
281-335-1000

Questions?
Please direct any questions to your assigned trainee at any time. If the trainee cannot answer a question or give you the information you need, please call the Clinic at 281-283-3300 for assistance during office hours.
Available Psychological Services

The Psychological Services Clinic is a training clinic for graduate programs in clinical psychology, family therapy and school psychology at the University of Houston-Clear Lake. Psychotherapy and psycho-educational assessment are the primary services provided to the public through the Clinic. Graduate student trainees provide all services under faculty supervision. The student trainee and faculty supervisor make up the service team.

Psychotherapy, also called counseling, may focus on the problems of an individual or on difficulties a couple or a family is having. Psychotherapy uses communication and experiential processes to identify and work through personal and relationship problems and to promote effective functioning and well-being.

Although there can be no guarantee that client goals will be reached, the clinic staff are committed to assisting the client in every way possible within the guidelines of professional standards, using the time and resources available.

Psychological Assessment involves the use of testing, interviewing and observation to evaluate, diagnose and make recommendations about psychological and educational problems. Children are tested at the Clinic over about 5 to 6 weeks and a comprehensive report is given to parents at the end of the evaluation.

The Clinic provides services only by appointment. We do not, however, provide medical treatment or services for some mental disorders. We also do not provide walk-in, psychiatric, or on-site emergency services.

Procedures, Risks and Appointments

Many different psychotherapeutic and assessment procedures are used in the clinic. Please ask your trainee any questions you wish about your services.

There are some risks involved in psychotherapy and assessment. These are usually not serious but can include a temporary increase in anxiety or other negative emotions when dealing with painful problems, the possibility that relationships may be impacted in ways not expected or desired, and the uncovering of unexpected problems. Again, you should openly and fully discuss any questions or concerns about risks related to your services in the clinic.

Appointments for psychotherapy are typically once a-week for 50 minutes. Assessment appointments vary and are scheduled with each client individually. Your assigned trainee is available in the clinic only at certain times each week and, therefore, your regular appointment often cannot be changed once it is set.

Referrals, Complaints and Termination

In training clinics such as this, students regularly complete their training and leave the clinic. When this occurs in the course of ongoing psychotherapy, we will assist you to continue therapy by either reassigning you to another trainee or referring you to outside providers.

If you have a complaint about your services, you should first discuss it with the student provider. If this isn’t satisfactory, you can discuss your concerns directly with the faculty supervisor or the Clinic director by calling the Clinic, 281-283-3330.

Terminating psychotherapy is usually a mutual decision between client and therapist-trainee once goals are met. If for any reason you are considering terminating therapy prematurely, please discuss your concerns about the therapy with your therapist before making a final decision.

Fees for Services and Health Insurance

Fees for psychotherapy and assessment are set by a sliding scale based on family income and family size. Though clinic services are not offered free of charge, we try to assess fees that are as affordable as possible for each client. It may be feasible in some cases of financial hardship to lower the fee if requested.

Fees for services are due when the service is provided. There is no charge for missed appointments, though you should always notify the Clinic when you cannot keep a scheduled appointment.

The Clinic does not accept assignment of health insurance benefits. If requested, we will assist you to obtain any insurance reimbursement you may be due; however, the Clinic cannot alter the details of services provided or the student status of trainees. Insurance companies frequently will not reimburse for services provided by unlicensed trainees. You should contact your insurer for specific policies on services provided by trainees.

Payment of fees can only be made by check or cash. We do not accept credit card payments.

Emergencies

If you need to contact your assigned trainee at a time other than your scheduled appointment, you should call the Clinic office, 281-283-3330. During regular weekday office hours Monday-Thursday, the office staff will facilitate contacting your assigned trainee.

UHCL Psychological Clinic Hours: Monday-Thursday 8 a.m.-8 p.m.; Friday 8 a.m. to noon  ▲  281-283-3330