

[LOGO]	Hong Kong Institute of Clinical Psychologists Limited 香港臨床心理學家公會有限公司	Document No.	HKICP-CPD-PO-001-R0
	Patients' Charter	Issue Date	nn/nn/2018
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		Approved by	
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Patients' Charter

Version	Effective Date
1.0	

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(Distribution list: This Policy shall be read by all staff and members of HKICP, Professional Council and its committees, and the general public.)

1. Objectives

- 1.1 The purpose of the Patients' Charter is to explain both the Rights and Responsibilities of a person when receiving services from a clinical psychologist who is a Member of Register of Clinical Psychologists Accredited by the Department of Health (i.e. a registrant of the Hong Kong Institute of Clinical Psychologists, HKICP).
- 1.2 This is to ensure that both parties (registrants of HKICP and service recipients) know their respective rights and responsibilities to make the relationship a mutually beneficial one.
- 1.3 The Charter sets out the ways in which service recipients and registrants of HKICP work as partners in a positive and open relationship to enhance the effectiveness of the clinical psychology services.

2. Scope

- 2.1 Patients' Charter lists the rights and responsibilities of service recipients when they receive services from accredited clinical psychologists on the Register of HKICP.
- 2.2 It also covers responses that can be taken by service recipients when inappropriate actions by accredited clinical psychologists are observed.

3. Rights of service recipients

Accredited clinical psychologists on the Register of HKICP agree that service recipients have the following rights:

3.1 Right to psychological treatment

The right to receive psychological assessment, advice and treatment, which fully meet the currently accepted standards of care and quality (refer to the HKICP document on Scope of Practice & Competence for Clinical Psychology in Hong Kong, HKICP-CPD-PO-009-R0).

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3.2 Right to Information

- 3.2.1 The right to information about what psychological services are available and what charges are involved.
- 3.2.2 The right to a clear description of his/her mental health condition, assessment results with diagnosis and prognosis (i.e. an opinion as to the likely future course of his/her mental health condition, developmental course, etc.), and proposed treatment including common setbacks and appropriate alternatives.
- 3.2.3 The right to access to psychological and mental health information which relates to his/her condition and treatment.
- 3.2.4 The right to facilitation of participation in decisions relevant to treatment and continuity of psychological care. Provision of information will be according to the practices and operational procedures of the settings.

3.3 Right to choices

- 3.3.1 The right to accept or refuse any assessment or treatment, and to be informed of the likely consequences of doing so. Exception will be applied to those as required by law.
- 3.3.2 The wish of service recipient to accept or refuse assessment or treatment will be respected. However, he/she should have a clear understanding of the implications of such refusal.
- 3.3.3 The right to choose whether or not to take part in research programmes. He/she should be clearly explained on the research programmes and his/her written consent is required.

3.4 Right to Privacy

- 3.4.1 The right to have his/her privacy, dignity, religious and cultural beliefs respected.
- 3.4.2 Personal belief and wishes will be respected on the condition that the observance is not at the expense of other service recipients' or the clinical psychologist's rights.
- 3.4.3 The right to have information relating to his/her developmental and psychological condition kept confidential.
- 3.4.4 In general, information pertaining to his/her developmental and psychological condition will not be released to other parties without his/her expressed consent. Exception will be applied to those as required by law.

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3.4.5 Exceptions to the confidentiality may also be exercised by the clinical psychologist should there be reasonable suspicion of child abuse or elder adult physical abuse, danger of violence to harm him/herself or to others.

3.5 Right to Complaint

3.5.1 The right to make a complaint through channels as set by HKICP Professional Council (refer to the documents on Policy and Procedures for Handling of Complaints against Registrants of HKICP, HKICP-ECI-PO-005-R0 and HKICP-ECI-PD-006-R0).

3.5.2 He/she can make formal complaint either verbally or in writing to HKICP.

3.5.3 The complaint will be dealt with promptly, fairly and in transparent manner.

3.5.4 The complaint will be investigated by the Preliminary Investigation Committee.

3.5.5 He/she will receive a substantive reply to any complaint together with an indication of any action that has been or will be taken.

4. Responsibilities of service recipients

To enhance best service, service recipients have the following responsibilities:

4.1 Give his/her clinical psychologist as much information as he/she can about his/her developmental history, past and present illnesses, mental health conditions, and any other relevant details.

4.2 Provide all documentation, such as referrals, past assessment results, treatment notes, etc. to the clinical psychologist.

4.3 Follow the agreed treatment plan and communicate to the clinical psychologist should he/she have difficulty complying with it.

4.4 Show consideration for the rights of other service recipients and the clinical psychologist.

4.5 Keep any appointment that he/she makes, or notify the clinical psychology clinic as early as possible if he/she is unable to do so.

4.6 Should not ask clinical psychologist to provide incorrect information, receipts or certificates.

4.7 Should not waste clinical psychology resources unnecessarily.

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5. Responses to inappropriate actions of clinical psychologist

When an accredited clinical psychologist has acted inappropriately, service recipients can take the following actions:

- 5.1 Voice your concerns to the clinical psychologist. Most issues, particularly misunderstanding, can be dealt with through communication.
- 5.2 If communication fails to deal with the issue or the matter is serious, service recipients may speak to the clinical psychologist's supervisor, or make a complaint to HKICP (procedures can be viewed on the HKICP website).
- 5.3 Please note HKICP can only act on complaints against its registrants. Anonymous complaints will not be dealt with.

6. Review

- 6.1 This Patients' Charter will be reviewed and updated by the Education & Professional Standards Committee every 3 years or as appropriate, after due consideration of stakeholders' feedback, relevant research and evidence, and development of the clinical psychology profession in Hong Kong. Any changes made are to be approved by the HKICP Professional Council.
- 6.2 Updates will be disseminated to registrants of HKICP by electronic mail within 2-4 weeks and make available on the HKICP website within 3 months of effective date.

7. Reference Documents

- 7.1 American Psychological Association: protecting your privacy: understanding confidentiality. Available at <http://www.apa.org/helpcenter/confidentiality.aspx> (Accessed July 21, 2018)
- 7.2 Hospital Authority New Territories East Cluster (2018) "Patients' Charter." Available at http://www3.ha.org.hk/pwh/content/comm/charterpamphlet_e.html (Accessed July 21, 2018)
- 7.3 The British Psychological Society: Practice Guidelines. Third edition (2017)

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