

# Getting Started



After you or your family doctor contacts our practice, one of our psychologists will arrange a brief, free, phone conversation with you to understand the nature of your concerns and to determine which of our clinicians would best suit your needs. If you decide to book an appointment, we'll do that with you then.



We'll send you an email confirming the date and time of your appointment, as well as the name of the clinician who will work with you. When you arrive for your appointment, the clinician will want to understand your concerns and get a sense of what you're looking for. Each appointment is about 50 minutes in length, which gives us time at the end to complete our notes and prepare for the next time you come in.



We'll ask for payment at the end of each appointment, which can be accepted in the form of Debit, Visa, MasterCard, cash or a cheque made out to "Shift Cognitive Therapy". Fees for our services are assessed according to the guidelines of the Ontario Psychological Association and are reimbursable by most extended health benefit plans. You can also submit receipts from us with your income tax as a Medical Expense. Some Insurers require a formal referral from a physician in order to provide coverage, so check with your benefits plan.