# Terms and Conditions for Diagnostic Assessment

[Version October 2025]

This agreement sets out the terms and conditions under which we will be working together, which you kindly signed at the beginning.

1. **Fees**

The assessment fees depend on the type of assessment you have booked and can be discussed during the Screening Consultation. An invoice will be sent to you.

2. **Assessment Sessions**

Sessions take place face-to-face. The assessment also involves some online electronic screening, and the feedback can be online if preferred that way. Please arrive promptly for your session. Due to my schedule, your appointment cannot be extended to compensate for a late arrival. A missed appointment is charged in full.

3. **Preparation for your assessment and attending your assessment**

In terms of practical issues, I have listed the steps we will go through below:

## A. Screening

- Book your ADHD & Autism Screening Consultation (for ADHD/autism assessments) OR your Discover Call (for learning disability or best-interest assessments).
- Complete the screening questionnaires sent to you via email. A supportive person may help if needed.
- Attend your screening appointment, ask questions, and we will provisionally book your assessment date.

## B. Arranging the Assessment

- Complete the intake form, these Terms & Conditions, the AI scribe consent, and consent for contacting a relative/friend/partner.
- Pay the full fee to secure your booking.
- You will receive a confirmation email with the agreed-upon dates and times.

## C. Pre-Assessment Information

- You and a chosen informant will receive questions about your developmental and life history.
- These typically take 1–3 hours to complete.
- Please return them 14 days before your assessment session (or by the date we agree).
- If the information is not received in time, the assessment may need to be rearranged. If it is difficult to complete, we can schedule an extra session to complete it together.

## D. Attending Your Assessment

- You may attend alone or with someone you trust.

- Movement, breaks, snacks, sensory tools, and extra processing time are welcome.
- Some questions may feel personal or bring up emotion—please let me know of any adaptations that would support you.

## E. After Your Assessment

- You will receive a detailed draft report.
- We will meet for a 1-hour feedback session to discuss the outcome.
- You can request corrections to factual details.
- I will finalise the report, prepare the signed PDF version, and provide a summary letter.

Please note: factual corrections cannot alter clinical opinion or diagnostic conclusions.

### 4. Responsibility for Payment and Insurance

You are responsible for paying all fees. If your insurer does not pay for any reason, the balance becomes your responsibility.

Some insurers require you to pay an excess directly. If so, this must be paid within 30 days.

An authorisation code must be provided before I can invoice your insurer.

### 6. Cancellation policy

Due to the preparation required for assessments, a minimum of 72 hours' notice is needed to cancel or reschedule.

Cancellations within 72 hours cannot be refunded.

Insurance companies do not fund missed or late-cancelled appointments.

For Monday appointments, cancellations must be received by Wednesday morning.

### 7. Location

Please attend in good time at the address below:



***Please report to reception on your arrival.***

## 8. Additional Letters or Reports

Any additional written work—such as letters for employers, universities, DSA, housing, or adjustments—is charged at £130 per 60 minutes. Invoicing is free of charge.

## 9. Confidentiality and Sharing of Information

Your assessment is confidential except in specific circumstances:• You request information to be shared.

• There is a serious risk of harm to you or someone else.

• There is a safeguarding concern involving a child or vulnerable adult.

• I am legally required to share information (e.g., a court order).

• You disclose serious criminal activity that must be reported.

Whenever possible, I will speak with you before sharing information.

I also discuss work in supervision with another clinician as part of good practice, without sharing identifying details.

## 10. Storing of information and GDPR

Your information is protected under UK GDPR (2018). It's used only for your care and never shared or sold.

I take notes during sessions on paper or electronically via Heidi AI Scribe. All paper notes are uploaded and encrypted, and then shredded. It is accepted practice to keep these electronic notes for seven years following the end of Treatment.

Your contact and billing information will be stored securely for administrative and legal purposes only.
Information is kept securely within digital systems:

- **WriteUpp** – encrypted clinical record system, accessible to Dr Newman and her authorised team.
- **Heidi Health** – secure AI-assisted tool used by Dr Newman to generate notes. No identifiable data are stored beyond processing.
- **NovoPsych** – secure online system for questionnaires and outcome measures.
- **Xero / Stripe** – for invoicing and payments.

Access is limited to:

- **Dr Silke Newman** – Consultant Clinical Psychologist / Data Controller.
- **Occupational Therapist (OT4Me)** – where joint work is agreed.
- **Administrative Assistant Maren Clark** – scheduling and billing.

All users follow GDPR (2018). Health data are processed under Article 9(2)(h). Records are retained 7 years after therapy ends. You may request to see or correct data at any time.

Financial information (such as invoices and payment records) may be shared securely with my accountant for bookkeeping and tax purposes. The accountant acts as a data processor and complies with UK GDPR."

You can see my data protection policy on the website at: https://www.drsilkenewman.co.uk

## 11. Communication

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You may receive appointment reminders, invoices, or updates by text or email.

Clinical information will not be sent via unencrypted email.

If you do not attend your appointment, I will send a reminder after 5 minutes.

Emails are answered during office hours. I cannot provide crisis support, but I can signpost to services that can help.

## 12. Neuroaffirmative Practice

Assessment is adapted to your neurodivergent brain style. This may include breaks, movement, sensory tools, visual supports, comfort items, snacks, drinks, and pacing adjustments.

Language is respectful, strengths-based, and non-pathologising. My focus is on understanding your lived experience and supporting you in a validating and collaborative way.

### 13. Scope & Limitations of Assessment

A diagnosis cannot be guaranteed. Assessments rely on clinical judgement, developmental history, questionnaires, and available information. Sometimes a diagnosis cannot be given if key information is missing or the criteria are not met.

You will still receive a full report and formulation regardless of diagnostic outcome.

### 14. Sharing Reports

You may share your report with anyone who needs it. If you would like me to send it directly to someone (e.g., GP, workplace, university), I will need your written consent.

Additional letters or documentation may incur a fee (see Section 8).

### 15. Recording Policy

Recording of assessment sessions is not permitted unless we have explicitly agreed on this as an accessibility support. Any agreed recordings must remain private and not be shared.

### 16. What to Bring

You may bring:

• previous assessments

• school reports or EHCPs

• diagnostic letters

• medication lists

• notes about your concerns

• comfort items or sensory supports

**Anything else**

Please don't hesitate to get in touch if there is any other information I can help with. I look forward to seeing you for your assessment.

Best wishes,



**Dr Silke Newman**
Consultant Clinical Psychologist
Neurodiversity Specialist & Lived Experience