Information before starting psychological consultations

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Voluntary participation

Psychological consultations are voluntary.

Purpose of the first consultation

The first meeting explores the Client's difficulties, current circumstances, needs and expectations, and possible next steps. Questions may concern wellbeing, everyday functioning, the history of difficulties, health, relationships, circumstances and previous specialist support.

The Client can ask about the consultation, decline a question or say at any time that they do not want to continue a particular topic.

Nature of consultations

A single consultation may not be enough for a full understanding of the difficulty or a psychological assessment. If a formal assessment, diagnostic tools or another specialist are needed, their purpose and conditions are discussed. Support beyond the psychologist's competence may require a referral to another appropriate professional.

Confidentiality

Information obtained in professional work is confidential, without a time limit on this duty. Confidentiality may be limited as provided by law, particularly where someone's health or life is seriously threatened or disclosure is legally required.

Online meetings

Consultations take place through Google Meet. Where possible, choose a place where you can speak freely and privately. The psychologist does not record consultations without informing the Client beforehand and obtaining the appropriate consent. If the connection is interrupted, the parties try to reconnect.

Booking, prices and organisational contact

The consultation type, duration and price are presented on the website and in the booking system or when an appointment is individually agreed. The free introductory conversation lasts 15 minutes and is not a full psychological consultation. Individual consultations generally last 50 minutes; the consultation for couples after loss lasts 60 minutes, according to the selected offer.

Prices may change under § 4 of the terms. Changes do not alter the price of appointments already booked or individually agreed, including paid appointments and an agreed series with an agreed price. A new price for future appointments not yet agreed is presented before booking and requires the Client's acceptance.

For organisational matters, email info@dagmarawroblewska.com or send an SMS to +48 571 998 530. Detailed health information should not be sent by ordinary email or SMS unless necessary. These channels do not guarantee an immediate reply or crisis assistance.

Cancellation and rescheduling follow § 5 of the terms, including the 24-hour deadline and the Client's statutory rights.

Young people

The youth service is for people aged 12 and above. The first meeting is with a parent or legal guardian without the young person. Before individual appointments, the required consents, confidentiality, contact with the legal representative and limits of confidentiality are discussed.

Crisis situations

Consultations are not a round-the-clock crisis or emergency service. Immediate contact outside an agreed appointment is not guaranteed. In an immediate threat to life or health, seek appropriate emergency or medical help.

Consent

Before starting, the Client confirms that they have received information about the nature and rules of consultation, could read the terms and data protection information, and consent to taking part.

Consent to a consultation does not automatically cover every future diagnostic activity. Any subsequent activity requiring further explanation or consent is presented beforehand.