

Motor Vehicle Accident Client Information

Thank you so much for choosing us! We are deeply grateful to be able to serve you. It takes a lot of courage to reach out and ask for help so we want to help you make the most of your time with us. One way to ensure this is for you to have an easy, step-by-step guide to getting all the paperwork complete so you can have knowledge about your care and confidence in us that we will take care of you during this time in life. **Please note that we provide ONLINE services only, using video technology.** All of your information is confidential and if you have any questions or concerns, please email us at reception@myhopewell.com or call us at 780-298-9401.

Here is a simplified checklist of everything you will need to do.

- 1. Set up your Client Portal.**
- 2. Fill out the form that is attached to this package.**
 - a. Emergency contact information
 - b. Motor Vehicle Accident information
 - c. Adjuster Information
 - d. Lawyer information
 - e. Consent to Share information with your Adjuster and Lawyer
 - f. Extended benefits information
- 3. Upload this completed document into your Client Portal.**
- 4. Book an appointment.**
 - a. Input your credit card information.
- 5. Get a letter from your family Doctor prior to the first session and upload to your Client Portal.**
- 6. After you use up all your Extended Health Benefits (if you had a plan through your work or your partner's work), get an Explanation of Benefits from your Provider and upload to your Client Portal.**

Step 1: Setting Up Your Client Portal

Your Client Portal is an online space where you can have complete control over your care.

In your Client Portal, you will note that you can do so much, including:

- Fill out forms.
- View documents (letters/reports, practice activities).
- Upload documents.
- Book and cancel appointments.
- View invoices.
- Input your credit card information.
- Provide us with feedback.

Please follow the steps below to help get you set up:

1. Go to the Client Portal:
<https://hopewellpsychological.clinicmaster.com/landing?clinicId=2091&lang=en-CA> (Please bookmark this tab on your computer so you always have easy access).
 - a. Alternatively, you can go to our website, www.myhopewell.com, select “Client Resources” and then select “Client Login.”
2. Click “sign in.”
3. Click “create account.”
4. Enter your personal email address.
5. Check your email for the 6-digit code that was emailed to you.
6. Input the following information:
 - a. First name
 - b. Last name
 - c. Home phone
 - d. Mobile phone
 - e. Username
 - f. Password
 - i. Confirm your password (write it again).
 - g. Then click “create profile.”
 - i. Fill out all of the fields.
 - a. Click “save.”

Your Client Portal account is now created and you are able to use it to book appointments. Please save your username and password in a secure place so that you can refer to it.

Step 2: Please Fill out this Form

Please ensure that all fields are filled out

1. Emergency Contact Information:

Full Name: _____

Relationship: _____

Phone Number: _____

Email Address: _____

2. Motor Vehicle Accident Information:

Date of Accident: _____

Claim Number: _____

Policy Number: _____

3. Adjuster Information:

Adjuster's Full Name: _____

Auto-Insurance Company: _____

Adjuster Phone Number: _____

Adjuster Email Address: _____

4. Lawyer Information:

Lawyer Full Name: _____

Law Firm: _____

Lawyer Email Address: _____

Lawyer Phone Number: _____

5. Consent to Share information with your Adjuster and Lawyer:

By completing this section, you would be giving permission to your therapist/HopeWell Psychological to communicate with your Lawyer and your Automobile Insurance Company Adjustor that you named above. Sharing of information with them can lead to more effective care, access to care, and allows each party to obtain the needed information for them to best serve you in their role. You have the right to ask what information is being shared. You also have the right to withdraw consent at any time, by sending us an email to reception@myhopewell.com.

☐ *I hereby authorize HopeWell Psychological to obtain and/or release information to/from my lawyer and to/from my Automobile Insurance Company Adjuster regarding the progress of my care at HopeWell Psychological.*

☐ I give consent concerning my personal information, which by law may be considered confidential or privileged. I understand that the information released by this form cannot be released to any other person unless I have given my written permission.

☐ My signature indicates that I have read this form and/or it has been explained to me in language that I understand. This consent form expires two (2) years from the date signed, unless I end it prior to that date, in written form.

Client Full Name _____

Signature _____

Date _____

6. Extended Benefits Information:

a. Do you have Extended Health Benefit coverage for psychological care?

☐ Yes ☐ No

b. How much do your extended benefits cover? (For example, your Blue Cross may cover \$200 for every session for a maximum of \$2000). _____

c. Does your benefits plan cover you to work with a:

Canadian Certified Counsellor (CCC)? ☐ Yes ☐ No

Registered Clinical Social Workers? ☐ Yes ☐ No

Psychologist? ☐ Yes ☐ No

d. ID: _____ Section: _____

Group: _____ Policy Number: _____

Step 3: Upload this completed Document to your Client Portal

1. Log in to your Client Portal.
2. On the left-hand side, there is a "Forms" option.
3. Click on "Forms."
4. On the top right-hand side, there is an "Add a new document" section.
5. Click on "+ Add" in that section.
6. A pop-up will show, asking for the case and description.
 - a. For case: select "Motor Vehicle Accident."
 - b. For description: write "MVA Client Information."

7. Then click “select file.”
8. Find where you saved the completed version of this form and select it.
The system will allow you to upload: .jpg, .jpeg, .gif, .png, .doc, .docx, .xls, .xlsx, .pdf.
9. Click “upload.”

This document will be uploaded to your file and the HopeWell team will be able to access it. Thank you for filling out this form. If you have any questions or concerns, please contact us at 780-298-9401 or email us at reception@myhopewell.com.

Step 4: Book an Appointment

1. Login to your Client Portal by going to myhopewell.com.
2. Click on “Client Resources.”
3. Select “Client Login.”
4. Once logged in, go to the far right and click on your username and then select “my profile.”
 - a. On the right side again, there will be a section “payment methods.”
 - b. Click “new card.”
 - c. Add your credit card information here. You will not be able to book appointments until a valid credit card is on your file. **We bill your credit card until you run out of your Extended Health Benefits coverage.**
 - d. Click “save.”
5. Once your credit card information is inputted, exit out of your profile and click “book online” on the bottom left side of the page.
6. You will then be asked if you know which therapist you would like to book with. Please see our website (<https://myhopewell.com/about-us/therapists/>) for their information.
 - a. If you have no preference, select the therapist who has available dates/times that work for you.
7. Click either “yes” or “no” depending on whether you know who you would like to book with.
 - a. Click yes if you want to select the therapist from the list.
 - b. Click no if you do not have a preference for a specific therapist. Then select “Motor Vehicle Accident.”
8. Select “Motor Vehicle Accident” case.
9. Then, select 90-minutes for your appointments.

10. Select a time and date that works for you, and input the time and day in your personal calendar.
11. Then click “book my appointment” once you have read the information on the page.
12. Please save your appointment information. If you aren’t able to attend your appointment, you can cancel your appointment by using your Client Portal up to 24 hours before the scheduled session. Anything with less than 24 hours’ notice, please email reception@myhopewell.com to cancel.

Step 5: Get a letter from your Family Doctor and upload to Client Portal

1. **Prior to your sessions, you need to get a Doctor’s note.**
2. **The Doctor needs to say that he/she recommends that you see a psychologist to work on issues that have come up due to the motor vehicle accident.**
3. If you do not have a Family Doctor, speak to your adjuster and ask if you are able to get a letter from a walk-in Doctor.

Step 6: Upload an Explanation of Benefit (EOB) to Client Portal

Automobile Insurance Companies requires you to first max out you Extended Health Benefits prior to allowing us to direct bill your Automobile Insurance Company, on your behalf.

- If you do **not** have any extended benefits, we will direct bill the Automobile Insurance Company immediately. **You must inform us if this is the case.**
- We bill your credit card for sessions until you no longer have coverage. You can get your session receipts from your portal and submit them to your insurer.
- Once your Extended Health Benefits are maxed out, we will direct bill your Automobile Insurance Company.
- Automobile Insurance Companies require proof that your Extended Health Benefits are maxed out, called the Explanation of Benefits (EOB) before they will accept direct billing. You will need to upload the document to your portal so we can begin direct billing on your behalf.
- Clients are asked to attend all scheduled sessions or to give proper notification when they need to cancel sessions. Please note that auto insurance companies do not cover late cancellations or missed sessions thus any fees that you accrue as a result of a missed session or a late cancel will be billed to you.