



CLINICAL REFERRAL REQUESTS

*** To expedite booking of an appointment, please read all info below & provide requested information to referrals@drjotisamra.com ***

We kindly advise that you check your junk mail for a response from our clinical team, as often clinical email responses will be flagged. Thank you!

Thank you for reaching out to **Dr. Joti Samra, R. Psych & Associates**. Our team is passionate about all things related to psychological health & wellness! We offer a wide range of clinical and counselling services for individuals, couples and families at a number of offices located throughout **Vancouver, Surrey, Richmond & Tri-Cities**. Dr. Samra oversees all treatment plans and closely supervises her associates, who are trained in a range of evidence-based treatments (CBT, ACT, DBT, MBCT/MBSR, Gottman). Given Dr. Samra's supervision, the vast majority of our services are covered by most extended benefits plans, and we are happy to assist patients with navigating the process related to benefits coverage (See below for more information regarding insurance coverage & how to confirm coverage with your insurer). **We also offer services via telehealth - using secure, encrypted videoconferencing platforms. Telehealth services are a convenient option that allows prioritization of psychological health & wellness around life's busy demands.** Please click the button below to read more about our team (*Please Note: Dr. Samra is not accepting new referrals*). All of our clinicians are Masters-level practitioners. Dr. Samra has been very thoughtful of the calibre of clinicians she has selected to be on her team and all associates are well skilled in evidence-based treatments. Dr. Samra closely oversees treatment plans and is available to clinicians for consultation if and as required. For those individuals who are wanting to see a Registered Psychologist, we would refer you to the BC Psychological Association Referral Line: 604-730-0501.

Read more about our team here: <http://drjotisamra.com/our-team/>



About Our Counsellors:

Our associates are Registered Clinical Counsellors, 2019 rates are \$140/50 minute individual session, and \$150/50 min family or couples sessions. **Associates work under Dr. Samra's supervision. As such, her name/registration number (CPBC #1585) is on receipts, and services are covered by most extended benefits plans.** To ensure coverage, please call your extended benefits provider and ask: *“Are counselling services provided under the supervision of a Registered Psychologist, Dr. Joti Samra, CPBC Registration #1585, eligible for coverage?”* If you have any difficulty, your counsellor can help you navigate this process and direct you on questions to ask your insurer. A doctor's note typically is not required, unless your insurer specifically indicates this in your benefits booklet. *Please Note: Our practice does not offer direct billing for individual insurance plans. However, we make sure you are set up for success in submitting your claim.*

What We Need From You:

- (1) As we have clinicians throughout Metro Vancouver, **please indicate your geographical preferences - Vancouver, Surrey, Richmond, Tri-Cities - and/or if you would be interested in telehealth services (therapy via videoconferencing).**
- (2) Please also provide some **additional background info that can help Dr. Samra determine which associate(s) may be the best fit**, and that will allow us to book your initial intake appointment (e.g., *full name, age, work/school status, marital status, and a bit of additional background on presenting areas of concern*).
- (3) Indicate **urgency for an appointment and all potential availability.** *Please Note: Only a few of our clinicians offer evening and weekend appointments (and these slots are often advance-booked) so please indicate all potential days & times you are*



available. Telehealth appointments are more likely to be available for evening/weekends as well, so please indicate if that is an option.

(4) Review Clinician Profiles, office addresses & schedules

here: <https://drjotisamra.janeapp.com/> (Please Note: Initial intake sessions to not be booked online, but rather through info@drjotisamra.com/laura@drjotisamra.com once clients are connected into the system, they can feel free to change or schedule future appointments through this link.)

What Happens Next:

When we have obtained background information, we will open a client chart for you in our practice platform 'Jane' [Contact Jane at +1 844-310- 5263 OR <https://seejanerun.janeapp.com/login>]- you will receive a Welcome email to activate your account, set up your profile & complete background Intake forms. **Please activate your profile as soon as possible, and complete Intake form prior to your first appointment.** *Please Note: Completing your intake forms on a desktop or laptop, using Google Chrome, is recommended (as mobile functionalities are not ideal).*

We will review your background information, scheduling preferences and any other information provided, and will then pair you with the clinician that Dr. Samra believes is the best fit. We are very mindful of who we pair with our clinicians, and do our best to ensure that you receive the best care possible. *Please Note: we are also happy to pair you with a particular clinician if you have a preference, based upon your review of associate profiles.*



Once you are booked, you will receive a confirmation email through 'Jane' with the appointment time that we have been able to secure for you. If the booked time does NOT work for you, you can make changes yourself once your account has been set up. If you have any difficulties, please email us and we are happy to help!

After your initial intake appointment has been scheduled, you can feel free to schedule yourself into your clinician's schedule, make appointment changes, add waitlist preferences, and manage your account online. *Please Note: Jane has an excellent set of online FAQs & their support line is very helpful in the event you have any issues with your account.*

Our Cancellation Policy:

Please note that we have a **48 hour cancellation policy.** If you need to cancel your appointment, please let us know according to that requested timeframe, otherwise we will need to charge for that cancelled session.

We commend you for being proactive in taking care of your psychological health & we look forward to supporting you through our practice! :) Please don't hesitate with any questions you may have at all about the booking or therapeutic process. ~ Dr. Joti Samra, R.Psych.

The DJS team has a number of FREE online offerings, including our Psychological Health & Resiliency Toolkit, Wellness newsletters, Youtube videos, and much more. Find our online offerings and to sign up for our newsletter or to check out our FREE resources at:

<https://linktr.ee/drjotisamra>



If this is a **3rd Party Referral**, please kindly forward us information related to the claim, any specific requests (assessment vs. treatment, number of sessions approved, report type required, etc.)

Visit MyWorkplaceHealth.com for information on our workplace consulting and training services.

View our Free Resources & Toolkits! <https://linktr.ee/drjotisamra>