Shanti Psychotherapy

Getting Started at Shanti: What to Expect

A step-by-step guide to booking, billing and consent forms, from your first call to your first session.

1. Book your free consultation

Book a free 20-minute consultation call with our Intake Team.

You will be sent: a consultation consent form by email. It asks a little about what you need and how you'd like to pay (direct billing through insurance, or private pay by credit card). Please complete it before your call.

2. Your consultation call

A member of our Intake Team will listen to what brings you in, the issues, what you need and what matters to you in a therapist: culture, language, gender, faith, approach, virtual or in person, and the times that work for you.

You will be asked: about fees, your insurance or workplace benefits, and whether you'd like direct billing.

3.. Get matched and book your first session

Based on what you share, we'll recommend the therapist we think is the best fit for you and book your first session during the call.

You will receive: a booking confirmation by email with your therapist's name, date and time as well as a warm introduction to your therapist connecting you both over email.

4. Set up billing

Our billing team will set up your account based on how you've chosen to pay.

If you have direct billing: you will receive a direct billing consent form after your call. Sun Life members receive the Sun Life Direct Billing Form; all other insurance plans receive the Direct Billing Consent Form. If you're paying privately by credit card, no direct billing form is needed.

5. Complete your consent form

Before your first session, please review and sign your Consent Form. It explains how therapy at Shanti works, confidentiality and our policies, and collects your payment details.

Booked a session without a consultation? Our billing team will contact you to ask how you'd like to pay and send any forms you need.

6. Begin your sessions

Meet your therapist for your first session.

Want to talk about your care? If at any point you'd like to discuss your care or explore other options, just reach out to our Intake Team. We're happy to help.

The right fit matters, and you're never locked in

We want you to be with the therapist who is right for you. If something doesn't feel right, or you'd like to explore other therapists, contact our Intake Team. They'll help you find a better fit, with no awkwardness.

Who to contact

Contact	Reach out for	Email
Intake Team	Booking, matching, discussing your care or exploring other therapists	intake.shantipsychotherapy@gmail.com
Hayley Cuthbertson, Billings Administrator	Direct billing, insurance and payment questions	hayley@shantipsychotherapy.ca
Angie Agrawal-Holstein, President & Clinical Director	General questions and feedback	hello@shantipsychotherapy.ca