

## INFORMED CONSENT

Welcome to the practice. This document contains important information about our professional services and business policies. Please read it carefully and jot down any questions you have so we can discuss them. Once you sign this, it will constitute a binding agreement between us as well as your consent for us to begin therapy/treatment.

## COUNSELING SERVICES

We offer a variety of services including the following: individual counseling/therapy, group counseling/therapy, psychological assessment, consultation, academic tutoring services, and other adjunctive services. Others may be added under the discretion of Dimensions Family Therapy. The types of services offered are subject to change without notice. These services are provided for families, individuals, couples, adolescents and children. The type of mental health therapy that we generally prefer is called Cognitive Behavioral. This approach to change emphasizes both how we think and what we do. As we learn new and different ways to look at current situations, we eliminate undesirable, unhealthy feelings and behaviors.

As counselors, we do not provide any medication or perform any medical treatments. If medication seems indicated, a psychiatrist can be consulted. We maintain close working relationships with a number of physicians and psychiatrists, and will refer you to these practitioners if needed.

When we work with people, one of the goals is to help them identify the underlying thoughts that are associated with undesirable feelings, actions, and behaviors. Unfortunately, there are no guarantees, and there are potential risks. Risks may include experiencing uncomfortable levels of feelings like sadness, anxiety, anger, frustration, etc., and people may recall unpleasant aspects of their personal history. People also sometimes report feeling worse before feeling better.

At any time during our work together, you have the right to decide to end treatment, and there is no moral, legal, or financial obligation other than to pay for the services already rendered. If you are thinking about ending therapy, we encourage you to discuss this with us, and if you wish, we will be glad to provide you with the names of other mental health providers.

## OFFICE HOURS

Office hours vary according to clients' needs and scheduled meetings. Meetings are scheduled Monday through Thursday, 8:00 a.m. until 7:00 p.m. First appointments generally last about 80 minutes, and subsequent sessions are 45 minutes, although extended appointments are available. In the event that an appointment is scheduled outside of these times, we reserve the right to apply an after-hour charge. In the event of extremely bad weather, such as ice and snow, it is advisable to call just to make sure the office is open.

If an emergency situation arises for which the client and/or their guardian feels immediate attention is necessary, the client or guardian understands that they are to contact the emergency services in their community by dialing 911. One of our therapists will follow up with standard counseling and support to the client and/or family.

## TELEPHONE CALLS

We strive to return telephone calls between sessions which is one reason sessions are 45 minutes. We are not interrupted during sessions for incoming calls. Generally, we do not believe that the telephone is the best manner to deal with therapy issues, and telephone calls that exceed five minutes may be charged at the normal therapy fees.

## PROFESSIONAL FEES

Appointment	Doctorate Level	Masters Level
First Appointment (approx. 80 minutes)	\$165.00	\$125.00
25 minutes	\$70.00	\$60.00
45 minutes	\$125.00	\$95.00
80 minutes- for families and couples	\$165.00	\$125.00

\*All fees are subject to change, and in the event of fee changes, you will be notified at least 30 days prior to such changes. These fees are for professional counselors. Other services will be billed at a different rate.

## BILLING AND PAYMENT POLICY

You will be expected to pay for each session at the time it is held, unless previously agreed. Payment schedules for other professional services will be agreed to at the time these services are requested. Payment may be made by cash, personal check or credit card (MasterCard or Visa). There is a \$25.00 service charge on all returned checks. Patients are expected to maintain a zero balance and accounts need to stay current in order to maintain ongoing treatment. **Payments not made on the day of services will be charged an additional \$5.00. Charges not settled within 30 days of service will be charged an additional \$10.00.** Additional service charges will be added beyond 30 days.

**Appointment Cancellation Policy:** Dimensions Family Therapy requires that cancellations for scheduled appointments be received 24 hours in advance during regular office hours (Monday through Thursday 8:00am to 5:00pm). **Unkept or cancelled appointments that do not follow this policy will be charged an unkept appointment fee at the discretion of your therapist or doctor.** This fee can equal but will not exceed the therapist/doctors fee for the time originally scheduled. Insurance companies do not pay for unkept appointment fees and the patient/responsible party is held fully accountable for this charge.

Our office does not send patients statements on a regular basis. We will provide patients with receipts that may be submitted to insurance carriers for reimbursement. Patients and/or Responsible Parties are responsible for all charges whether or not they are covered by insurance. If additional time beyond the scheduled time is taken to assist patients, there will be a charge for the amount of time used. In addition, patients are charged for time spent with a patient on the telephone and time taken to write reports or correspondence on the patient's behalf. Reports for insurance, including treatment plans, will be billed at the hourly rate. If inpatient treatment is provided, fees are billed at the hourly rate, as well as any extended sessions or consultations.

If your account is more than 60 days in arrears and suitable arrangements for payment have not been agreed to, I reserve the right to forward your account to GLA Collections. If legal action is necessary, the costs of bringing that proceeding will be included in the claim and the client or responsible party will be responsible for all costs of collection, litigation, and attorney's fees. In such cases, the only information that is released about a client's treatment would be the client's name, the nature of the services provided (e.g., individual therapy), dates of services, and the amount due.

## INSURANCE

Dimensions Family Therapy does not file insurance claim forms at this time, and we are not Medicare providers. Adjunctive services may be handled differently. Please see your therapist for additional information.

## LEGAL MATTERS

Should we become involved in any legal matter such as giving testimony, depositions, letter for court/attorney, etc., the fee is \$300.00 per hour for preparation, review of materials, travel time, court time, and any other time involved. A retainer fee based on the estimated time involved will be paid in advance of any work. With the exception of letters, a minimum charge of \$600.00 for the above work will be assessed.

## CONFIDENTIALITY

Within the limitations discussed below, the information you reveal during our professional relationship will be kept confidential and will not be released to anyone without your written consent. However, certain conditions do require that confidentiality and privileged communication be breached including: (1) if you present a danger to yourself; (2) if you present an imminent danger to another person which can include a communicable disease that can be life-threatening to others; (3) if there is reason to believe that child abuse or neglect is present, a report must be filed with a state child protection agency; (4) if the treatment is ordered or under the supervision of the court; (5) an insurance company or managed care company requires you to consent to release of records and/or information to them as a condition for reimbursement and (6) information necessary for case supervision and consultation. When such is released, we cannot control how the information is treated, nor will Dimensions Family Therapy or its representatives be responsible for any injury or claim for damages arising from the release of records or information as required by the insurance company or managed care organization. In order to provide clinical coverage when your therapist is out of town, it may be necessary for that therapist to release general information to the licensed counselors, associates and psychiatrists who are covering.

Information revealed in marital therapy is protected by privileged communication in Kentucky and requires permission of both to waive. When working with couples, we adopt a "no secrets" rule. That is, should we speak individually with either party (e.g., via telephone), we reserve the right to disclose any information to the other party if we believe such information is relevant to the therapy process. If parents/guardians request or require that they are informed of the issues discussed in individual sessions, we require that the discussion occur in the presence of the child or adolescent.

**SPECIAL NOTES**

When a family is confronted by parental separation or divorce, it is very hard on everyone. It is important then when working as a couple, each person feels safe to speak openly and honestly, without fears that material revealed in therapy will be revealed in court and used in a negative fashion. In order to provide a safe environment for couples work, it is important that you agree not to call us as witness or to attempt to subpoena records in the event you choose to pursue divorce. While a judge may overrule this agreement and issue a court order for information, your signature(s) below reflect your agreement not to call us as a witness nor attempt to subpoena records.

In the unlikely event that Dimensions Family Therapy is unable to provide ongoing services, another provider will be arranged for those services and they will maintain your records for a period of 7 years.

**AGREEMENT**

I have read this information fully and completely, I have discussed any questions I had about the information, and I understand the information. I understand that there are no guarantees stated or implied, and I accept the risks inherent in the course of therapy. I have familiarized myself with the fees and charges for services provided by Dimensions Family Therapy, and I understand and agree that the counseling services rendered will be charged to me and not to any third-party payer. I acknowledge responsibility for payment of services, and I understand I am responsible for all costs of collection and litigation together with attorney’s fees if the charges for services must be collected by an action of law. No one can predict the course of human relationships, and as we learn more about each other, it may be necessary to amend prior agreements.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## HIPPA NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

**Effective date: July 1, 2008**

Dimensions Family Therapy has been and will always be totally committed to maintaining clients' confidentiality. We will only release healthcare information about you in accordance with federal and state laws and ethics of the counseling profession.

This notice describes our policies related to the use and disclosure of your healthcare information.

**Uses and disclosures of your health information are for the purposes of providing services.** Providing treatment services, collecting payment and conducting healthcare operations are necessary activities for quality care. State and federal laws allow us to use and disclose your health information for these purposes.

**TREATMENT** We may need to use or disclose health information about you to provide, manage or coordinate your care or related services. This could include consultants and potential referral sources.

**PAYMENT** If insurance claims are made for adjunctive services, the information needed to verify insurance coverage and/or benefits with your insurance carrier, to process your claims as well as information needed for billing and collection purposes may be shared with the appropriate affiliate. We also may bill the person in your family who pays for your insurance.

**HEALTHCARE OPERATIONS** We may need to use information about you to review our treatment procedures and business activity. Information may be used for certification, compliance and licensing activities.

### **CONFIDENTIALITY**

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## HIPPA CLIENT RIGHTS

### **Right to request how we contact you**

It is our normal practice to communicate with you at your home address and daytime phone number you gave us when you scheduled your appointment, about health matters, such as appointment reminders etc. Sometimes we may leave messages on your voicemail. You have the right to request that our office communicate with you in a different way.

May we contact you at home and/or leave a voicemail?  Yes  No

May we contact you at work and/or leave a voicemail?  Yes  No

May we contact you by cell phone and/or leave a voicemail?  Yes  No

May we contact you by email?  Yes  No

If no, where may we contact you? \_\_\_\_\_

### **Right to release your medical records**

You may consent in writing to release your records to others. You have the right to revoke this authorization, in writing, at anytime. However, a revocation is not valid to the extent that we acted in reliance on such authorization.

### **Right to inspect and copy your medical and billing records**

You have the right to inspect and obtain a copy of your information contained in our medical records. To request access to your billing or health information, contact the office manager. Under limited circumstances, we may deny your request to inspect and copy. If you ask for a copy of any information, we may charge a reasonable fee for the costs of copying, mailing and supplies.

### **Right to add information or amend your medical records**

If you feel that information contained in your medical record is incorrect or incomplete, you may ask us to add information to amend the record. We will make a decision on your request within 60 days, or in some cases, within 90 days. Under certain circumstances, we may deny your request to add or amend information. If we deny your request, you have a right to file a statement that you disagree. Your statement and our response will be added to your record. To request an amendment, you must contact the office manager. We will require you to submit your request in writing and to provide an explanation concerning the reason for your request.

### **Right to an accounting of disclosures**

You may request an accounting of disclosures, if any, we have made related to your medical information, except for information we used for treatment, payment, or health care operational purposes or that we shared with you or your family, or information that you gave us specific consent to release. It also excludes information that we were required to release. To receive information regarding disclosure made for a specific time period no longer than six years prior and after July 1, 2008, please submit your request in writing to the Privacy Officer. We will notify you of the cost involved in preparing this list.

### **Right to request restrictions on uses and disclosures of your health information**

You have the right to ask for restrictions on certain uses and disclosures of your health information. This request must be in writing and submitted to our office manager. However, we are not required to agree to such a request.

### **Right to complain**

If you believe your privacy rights have been violated, please contact us personally, and discuss your concerns. If you are not satisfied with the outcome, you may file a written complaint with the U.S. Department of Health and Human Services. An individual will not be retaliated against for filing such a complaint.

### **Right to receive changes in policy**

You have the right to receive any future policy changes secondary to changes in state and federal laws. This can be obtained from the Office Manager.

### **AGREEMENT**

I have read the HIPPA Notice of Privacy Practices and Client Rights fully and completely. I have discussed any questions I had about the information, and I understand the information.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_