

Patricia M Castellanos, C.Ht

Certified Hypnotherapist & Coach

HypnoCoaching Client Agreement

Introduction

This document contains important information about my professional services. As a client, you have certain rights and responsibilities that are important for you to understand. As a practitioner, I have corresponding responsibilities to you. When you sign this document, it will represent an agreement between us. If you have any questions, please reach out to discuss them with me.

Practitioner Information:

Hi, I'm Patty, more formally known as Patricia M. Castellanos. I earned a Master's degree in Mental Health Counseling from Nova Southeastern University. I have been practicing exclusively in the State of Florida for over 15 years as a psychotherapist. I am a licensed mental health therapist in the State of Florida.

Additionally, I hold certifications as a Clinical Hypnotherapist, Professional Hypnotist, HypnoBirthing Childbirth Educator, HypnoFertility Practitioner, and Coach, supporting women and mothers online globally. I am an active member of the International Association for Counselors and Therapists, the International Certification Board of Clinical Hypnotherapists and HypnoBirthing International.

During my extensive career, I have focused on assisting clients with improving mood, reducing anxiety, managing stress, life transitions, motherhood, parenting, relationships, and general life challenges. I have worked with a diverse and bilingual English and Spanish population and maintain a culturally competent practice. My approach utilizes coaching, hypnosis, empowerment and positive interventions with evidence based practices to build on your strengths and insight. I pride myself in being innovative and creative in my approach to helping clients find the clarity and understanding to reach their goals through individual work, classes and workshops.

Hypnotherapy & Coaching vs Therapy:

Hypnotherapy, also known as Hypnosis, can simply be defined as a state of heightened receptivity in which you're able to refocus your mind and body for success. It's an integrative process of rebuilding habits and behaviors, as well as thoughts, emotions and beliefs. Coaching is using a specific set of skills to help solve a specific problem for a person.

Hypnotherapy is performed at the majority of sessions. However, it is not always necessary to perform hypnosis during every session. Sometimes we may need to work together in a totally conscious state of mind.

Therapy is treating medical necessity where diagnosis of a mental health condition may be required. They are two separate services with different needs and goals. Clients are unable to receive both services at any time.

This agreement is for Hypnotherapy & Coaching, not Therapy. In addition to being a Hypnotherapist & Coach, I am also a therapist with training and experience in diagnosing and treating emotional and mental health problems. Although there are some similarities between coaching and therapy, I will *not* conduct therapy with my coaching clients. These are different activities, and it is important that you understand the differences between them. Although both coaching and therapy use knowledge of human behavior, motivation, behavioral change, and interactive counseling techniques, there are major differences in the goals, focus, and level of professional responsibility. I am here to offer skills in the areas of communication, problem-solving, and behavior change. I do this through a service called "Hypnotherapy & Coaching", in which I help you in making decisions and implementing them, in order to achieve goals that you decide for yourself.

Please feel free to ask questions at any time about my background, experience and professional orientation.

Consultation and Sessions:

A 30 minute complimentary initial Discovery Call is provided. During this call, we will discuss the your goals and the most appropriate service and package will be determined for you based on your needs and goals. Regular sessions are 60-90 minutes. Additional sessions and packages can be arranged if it is determined by both the client and practitioner to be beneficial. Clients must complete New Client Paperwork prior to beginning services. Please be aware that if you are late for a session, it will still end at the scheduled time, as there may be other clients scheduled after your session.

Professional Fees:

The service fee is \$200 for a 60-90 minute session. Specialized hypnotherapy sessions, workshops and classes have specific fees. All fees and payments are described and discussed at consultation. Packages and payment plans are available. You are responsible for payment as agreed upon at consultation and outlined in your Payment Agreement and Invoice Authorization. Any agreed upon fees are firm for the duration of the sessions until you reach your goals or you services are discontinued. Fees may be revised from time to time and a revised copy will be provided, if applicable.

Hypnotherapy & Coaching invoice must be paid 24 hours prior to your first session. Payments may be made via ACH Bank Transfer, Debit/Credit Card, or HSA/FSA Credit Card. A record of payment for all services provided will be kept in your chart. If you refuse to pay your debt, a letter will be mailed out stating sessions will be suspended and we reserve the right to use an attorney or collection agency to secure payment.

In addition to session fees, it is my practice to charge \$150 per hour on a prorated basis (we will break down the hourly cost) in the case other professional services are requested. These professional services and fees will be discussed in consultation and an agreement will be created. This will be billed or charged to the credit card on file.

Late Arrival, Missed Appointment and Cancellation Policy:

Once we begin working together, I set aside time specifically for you. If you are running late, please contact me right away to let me know if you are on your way. If I have not heard from you within the first 20 minutes of your session, I will assume that you are a "no-show", your session will be forfeited, and you will be responsible for the full fee, even if there is time remaining in your session. If you need to cancel or reschedule a session, notice must be made least 24 hours in advance, and your session will remain on file. If sessions are cancelled or rescheduled less than 24 hours prior to the start of a session, your session will be forfeited, and you will be responsible for the full fee.

Termination:

Either party may end the Hypnotherapy & Coaching relationship by providing the other party with verbal or written notice, which may be provided in session, or transmitted via phone, or e-mail. Any unused sessions are forfeited after 6 months of nonattendance from the date of the last session.

Availability and Contact:

You may contact me via telephone, text, or email. I am often not immediately available by telephone, as I do not answer my phone when I am with clients or otherwise unavailable. At these times, you may leave a message on my confidential voicemail and your call will be returned as soon as possible. I will make every effort to return your contact within 48 hours of when it was made, with the exception of weekends and holidays.

Although I make every effort to ensure your privacy, text and emails may not be encrypted and complete privacy cannot be guaranteed. It is impossible to protect the confidentiality of information which is transmitted electronically. This is particularly true of e-mail and information stored on computers connected to the internet (unless you use encryption and other forms of security protection), and if you use a cordless or cell phone.

Confidentiality and Limits of Confidentiality:

As a licensed therapist, I protect the confidentiality of the communications with my clients, including my coaching clients. I will only release information about our work to others with your written permission, or if I am required to do so by a court order. There are some situations in which I am legally obligated to breach your confidentiality in order to protect others from harm, including, (1) If I have information that indicates that a child or elderly or disabled person is being abused, I must report that to the appropriate state agency and (2) if a client is an imminent risk to him/herself or makes threats of imminent violence against another person, I am required to take protective actions. These situations rarely occur in coaching practices, but if such a situation does occur, I will make every effort to discuss it with you before taking action.

Emergency Procedures:

This is not a crisis facility. If, for any reason, you do not hear from me or I am unable to reach you, and you feel you cannot wait for a return call or if you feel unable to keep yourself safe, in case of crisis or emergency, call 911 or go to the nearest emergency room or hospital.

Court and/or Legal Proceedings:

I do not provide testimony or representation in court. If you are involved in or are contemplating litigation, you should consult with your attorney to determine whether a court would be likely to order us to disclose information.

Other Rights:

Our work together is a collaborative process. If you are unhappy with your progress throughout our work together, I encourage you to speak with me so I can respond to your concerns. You may also request that I refer you to another practitioner at any time. You have the right to considerate, safe and respectful care, without discrimination of race, ethnicity, color, gender, sexual orientation, age, religion, national origin, or source of payment.

Indemnification and Release of Liability:

Through the hypnotherapy and coaching process, we will work together to meet your goals. The process of personal goal directed expression is a part of growth and healing that often leads to improved relationships with yourself and others, solutions to your specific problems, and significant reductions in feeling stuck, blocked or distressed. Through this process, unfamiliar or uncomfortable feelings may arise. This, however, is an expected, normal and sometimes necessary part of the healing and growth process. We will work together to identify your goals and your strengths to move towards your goals. As this process is an individualized and collaborative effort between client and practitioner, where goals are fully discussed and agreed upon, I agree to indemnify and hold harmless Patricia M. Castellanos, Practitioner, from all liabilities and claims which may arise as a result of my participation in services.

Acknowledgement:

I _____ acknowledge that I have read the information provided above in this agreement, I have discussed any concerns with practitioner, and all of my questions have been answered to my satisfaction. I acknowledge that I understand the above information. I accept and agree to participate in services.

Client Print

Client Signature

Date

Practitioner Print

Practitioner Signature

Date