

FMCC INFORMED CONSENT, CONFIDENTIALITY, & TREATMENT POLICY (Short Version)

Confidentiality

All communication with your practitioner is held in the strictest confidence. Nothing will be disclosed to any person(s) without your written consent. There are, however, limits to confidentiality:

- 1) Your practitioner determines that you are in imminent danger to yourself or others, or in cases of child abuse
- 2) You are involved in any legal/court issues and your medical records are subpoenaed,
- 3) If matters involving minor children (under 18 yrs. old) are to be communicated to parents specifically for treatment and/or safety purposes.

Patient cases may be discussed with clinical supervisors and other clinical staff at FMCC, strictly for professional purposes. Your identity and any revealing information about you are delicate and we respect your rights to confidentiality and privacy. We encourage you to discuss any concerns or questions with your practitioner.

IMPORTANT - Appointments and Cancellations (Face to face or virtual)

When you schedule an appointment with a Service Provider or MHP, Family Matters Counseling Center reserves that time just for you. That is why we require **24-hour advance notice** for cancellation or rescheduling. Should you fail to show up for your scheduled appointment or need to adjust your appointment after the 24-hour deadline, you will be charged the full cost of that session. These charges will either be added to fees generated with your next appointment, or you will receive an e-payment link to settle the payment. Occasional exceptions may be made in case of an emergency or unavoidable circumstances. Please note that we cannot include missed sessions when helping you fill out forms to claim with your insurance company.

Arriving Late to Session

Clients are encouraged to arrive on time to their scheduled appointments. In the event of client lateness, regardless of the reason, it is not the service provider's responsibility or obligation to compensate for the lost time, nor adjust the fees accordingly. In such cases, the mental health provider will strive to make the most of the remaining session time. Service providers are only required to make up for lost time if the tardiness is due to their own actions. Otherwise, sessions will commence and conclude as scheduled, adhering to the allocated appointment time to ensure that subsequent appointments are not delayed.

Telephone Consultation

FMCC's MHP's do not conduct consultations or sessions over the phone. You will have to arrange to come in person for your sessions OR schedule a virtual session (Zoom). Brief telephone calls are conducted to the extent that we are able to gather a quick overview of your concern in order to direct you to the appropriate Service Provider and to manage or book appointments. These brief phone calls should not exceed 5 to 10 minutes, and there is no charge for calls of this nature.

Professional Fees

Depending on the service you are receiving, fees for our services must be paid before service provision or at each visit. If you are a third party payor or having a virtual session, it is your responsibility to settle the fees prior to the session. Virtual sessions will only proceed once payment has been received. Third party payers are also subject to FMCC's professional fee policies. We do not directly handle insurance matters, so it is your responsibility to make payments directly to FMCC. However, we can assist you in completing reimbursement forms to facilitate insurance claims. Please note that reimbursement eligibility depends on your insurance policy and carrier, and it is your responsibility to verify the details. For your convenience, we offer online booking and e-payments through credit/debit cards. FMCC reserves the right to hold or discontinue services for unpaid balances. Services can be resumed once all financial balances are settled.

Intervention Programs and Registration Fee

When you register for any of FMCC's Intervention Programs (i.e. workshops, courses, group services, personalized packages/programs, etc.), program dates, times, duration, frequency, and seats are allocated and reserved for you (or your child). Program fees are non-refundable and due before the start of the Program or by the specified due date. FMCC reserves the right to delay/discontinue Program delivery where payment has not been made until all financial balances are settled. Furthermore, any retraction to calendar program dates or timings made by the client after registration fees have been paid shall not entitle any fee reimbursement.

As a center, we are not responsible or obligated to compensate for sessions missed or cancelled by the client. In non-emergency situations, clients are still expected to adhere to our 24-hour advance notice policy for any adjustments to bookings. Where applicable or possible, make up sessions due to illness, emergency, or unforeseen force majeure situation may be allowed by your service provider, and subject to his/her availability. In the case of COVID19-related absences, client/parents must provide proof of illness (i.e. doctor's note or positive PCR result) for missed sessions to be compensated. All approved compensations must be completed within 25 working days of the missed sessions.

Office Hours

FMCC's MHP's are available by appointment only. Walk-ins are not accepted. If you need to communicate with a staff member at the center, please call our landline (+973 17 47 23 47) or our mobile/WhatsApp line (+973 3600 9665) to speak to someone regarding your inquiries or concerns prior to coming in for further assistance.

Complaints

We encourage clients to voice their comments and concerns to our staff or management in order to address issues and provide resolutions. We understand that there are instances when a formal process is necessary. To facilitate proper resolution, FMCC has a complaint procedure that begins with filling out and signing an official complaint form. This is followed by a scheduled meeting between relevant staff and the client. We follow this protocol to ensure the best possible resolution while minimizing disruption to service operations and discomfort to other clients. Meeting appointments can be initiated by either party.

Emergencies

If you experience a medical emergency while you are on-site (at the center), FMCC staff is authorized to perform CPR if necessary, and to call 999 for emergency medical assistance. In an unlikely situation such as this, FMCC is legally exempt from FMCC-Client Confidentiality Agreement.

FMCC Right to Modify Policies

FMCC policies are subject to periodic updates. FMCC reserves the right to modify its policies at any time, without prior notice. It is the sole responsibility of clients to stay updated.

Our Pledge- FMCC considers your welfare a high priority. You have chosen to entrust us with your mental health and your relationships. We take such a trust with the finest care possible.

Client Bookings and Registrations: Appointment bookings and Program Registrations confirm that you have read through, understand, and agree to the terms and conditions of the comprehensive version of FMCC's Informed Consent, Confidentiality, and Treatment Policy in its entirety. Access to this document is available on FMCC's website at <https://familymattersbh.com/forms>, as well as on every confirmation email received after booking. Please make yourselves familiar with it.