

Policies & General Information

- Your participation in CLS Counseling programs can result in a number of benefits, including improving interpersonal relationships, and resolution of the specific concerns that led you to CLS Counseling. The CLS Counseling programs require active involvement, honesty, and openness in order to achieve optimal results. The CLS Counseling Professional will ask for your feedback and views on your sessions, progress, and other aspects of the program.
- During evaluation or program sessions, remembering or talking about unpleasant events, feelings, or thoughts can result in your experiencing considerable discomfort or strong feelings of anger, sadness, worry, fear, anxiety, depression, insomnia, etc. The CLS Counseling Professional may challenge some of your assumptions or perceptions or propose different ways of looking at, thinking about, or handling situations which can cause you to feel very upset, angry, depressed, challenged, or disappointed.
- Attempting to resolve issues that brought you to CLS Counseling in the first place, such as personal or interpersonal relationships may result in changes that were not originally intended. CLS Counseling sessions may result in decisions about changing behaviors, employment, substance use, schooling, housing, or relationships. Sometimes a decision, that is positive for one family member, is viewed quite negatively by another family member.
- Change will sometimes be easy and swift, but more often it will be slow and possibly frustrating. There is no guarantee that these services will yield positive or intended results.
- During the course of the program, your CLS Counseling Professional is likely to draw on various approaches based on individual circumstances, treatment plan and assessment of what will be most beneficial. These approaches include behavioral, cognitive-behavioral, coaching, psychodynamic, system/family, developmental (adult, child, family), or psycho-educational. If you have any unanswered questions about any of the procedures used in the course of your therapy, their risks, or about the treatment plan, please ask, and you will be answered fully.

CONFIDENTIALITY:

- Here at CLS Counseling, we make every effort to provide you with an integrative approach, which may at times involve case reviews amongst other CLS Counseling professionals. These professionals all adhere to the confidentiality guidelines set forth in these policies.
- All information disclosed within sessions and the written records pertaining to those sessions are confidential and may not be revealed to anyone without your written permission, except where disclosure is required by law. Disclosure may be required in the following circumstances: where there is a reasonable suspicion of child or elder abuse or neglect; where a client presents a danger to him/herself or to others, or is gravely disabled.
- If there is an emergency that causes the CLS Counseling Professional to become concerned about your personal safety, the possibility of you injuring someone else, or about you receiving proper psychiatric care, he/she is obliged to do whatever possible within the limits of the law, to prevent you from injuring yourself or others and to ensure that you receive the proper medical care. For this purpose, he/she may also contact the person whose name you have provided on the CLS Counseling Release of Information/Consent Form.
- Due to the natural progression of therapy and the fact that it often involves making a full disclosure with regard to many matters which may be of a confidential nature, it is agreed that, should there be legal proceedings (such as, but not limited to divorce and custody disputes, injuries, lawsuits, etc.), neither you (patient/s) nor your attorney/s, nor anyone else acting on your behalf will call on the CLS Counseling Professional to testify in court or at any other proceedings, nor will a disclosure of the therapy records be requested.
- As a patient, you have the right to review or receive a summary of your records at any time, except in limited legal or emergency circumstances or when the CLS Counseling Professional assesses that releasing such information might be harmful in any way. In such a case, the records may be provided to an appropriate and legitimate mental health professional of your choice.
- The CLS Counseling Professionals consult regularly with other mental health professionals regarding their patients; however, patients' names and other identifying information are never mentioned and confidentiality is fully maintained.



TELEPHONE/EMAIL & EMERGENCY PROCEDURES:

- To contact your CLS Counseling Professional between sessions, please send an email or leave a message at (248) 506-3399. Professionals check their messages daily and your call will be returned as soon as possible.
- If an emergency situation arises and no one is available to take your call, please call 911 or one of the following for assistance:
Common Ground Resource & Crisis Helpline-800.231.1127
National Suicide Prevention Lifeline-800.273.8255

PAYMENTS & INSURANCE REIMBURSEMENT:

- Clients are responsible for the standard fee set by their professional for the services they are receiving, payable at the time of service. Additional services requested by the client (such as writing letters, making phone calls or visits to doctors or schools on the client’s behalf, etc.) will be billed at a rate of \$25 for every 15 minutes required for such service.
- CLS Counseling accepts Cash, Personal Check or Charge payments.
- There is a “Returned Check” fee of \$25 in the event that a check does not clear.
- CLS Counseling will provide you with a receipt, which you can submit to your BCBS/BCN insurance company for reimbursement. CLS Counseling does not guarantee that your insurance company will provide reimbursement for services rendered. Not all issues/conditions/problems, which are the focus of services offered at CLS Counseling are reimbursed by insurance companies. In addition, insurance company policies vary with regards to professional licensure requirements required for reimbursement. It is your responsibility to verify the specifics of your coverage and to work out arrangements for reimbursement with your insurance company directly.

CANCELLATION:

Since the scheduling of an appointment involves the reservation of time specifically for you, a minimum of 24 hours notice is required for re-scheduling or canceling an appointment to avoid being charged for the session. Most insurance companies do not reimburse for missed sessions.

SIGNATURES:

Client’s Full Name (Printed) _____

Signature Date

Therapist’s Full Name (Printed) _____

Signature Date