

Rebecka Van Heden, LCSW
Mindful Counseling and Wellness

WELCOME

Welcome to Mindful Counseling and Wellness. You have made a courageous decision to seek treatment; I will make all attempts to provide you with the support and guidance you need as you learn to deal with the problems, stresses and concerns that brought you to seek treatment.

At our first session we will discuss your history, current symptoms, problems, your desired goals, and begin to formulate a treatment plan. We will evaluate your progress periodically and revise the treatment plan as needed. Alternatives or adjuncts to therapy will be discussed where appropriate. Specific results cannot be guaranteed in psychotherapy, but we will make every effort to help you reach your goals.

Please remember that you are contracting for a service and are obligated to pay for your sessions whether you achieve the desired goals or not. Please bring up any questions you may have. It is never necessary to cancel an appointment because of inability to pay.

EMERGENCY PROCEDURES

I have a voice mail where you can leave a message 24 hours a day, 7 days a week. Your call will be returned within 24 hours. Should you need to reach me in an emergency, every effort will be made to respond as quickly as possible. If your call is not responded to as quickly as you need, please telephone your primary care physician or treating psychiatrist, or go to the nearest hospital emergency room, or dial 911 and ask for assistance.

Please remember that these procedures are for emergencies only. It is expected that most problems will be raised and discussed during your psychotherapy sessions.

CANCELLATION POLICY

When you schedule a session with your therapist, that time is reserved for you. Therefore, it is not available for others who are waiting for services. If you are unable to make a scheduled appointment, please call to reschedule or cancel the appointment at least **24 hours** in advance or you will be charged **\$25** for that pre-appointed time. Your insurance company cannot be billed for missed sessions.

TERMINATION

Attending scheduled appointments is an important part of treatment. If you have “no-showed” or canceled two sessions with minimal notice, this could be ground for termination of services to you and/or your family. At that time a letter will be sent and list of treatment providers and/or community resources will be available to you upon request.

CLIENT RIGHTS AND RESPONSIBILITIES:

YOUR RIGHTS

1. You will receive competent professional services regardless of religious or political affiliation, creed, national origin, race, color, ethnicity, gender, sexual orientation, economic status, disability, marital status, veteran status, or age.
2. Information will be provided to you about services and any questions you have will be answered to the best of our ability.

3. You will have input into the design and implementation of an individualized service plan. You will be made aware of any request for information from another source.
4. The information you disclose to Mindful Counseling and Wellness is confidential. There are exceptions:
 - (1) If you sign a specific consent giving permission for information to be released.
*In the case of family counseling all participants must give consent for information to be released.
 - (2) If you indicate an intention to harm yourself or someone else.
 - (3) If there is suspicion or knowledge of physical or sexual abuse to a minor, aged person, or person with a handicap. The service provider is under ethical obligation and required by law to report the information to the proper authorities and/or professionals.
 - (4) If the Agency is placed under a subpoena regarding your records.
 - (5) If the Agency is required by law or a court of law.
5. You have the right to review, in the presence of a staff member, any information about yourself in the Agency's records.
6. You may request a change of service provider through discussion of your request with your service provider.
7. You may terminate services at any time.
8. You have the right to referrals to other community services and advocacy on your behalf to ensure the coordination of services and optimal benefits for you
9. In rare instances, another client presents the Agency with an emergency requiring immediate attention. Your appointment could be affected. Every effort will be made to keep your appointment and assist you in a timely manner.

YOUR RESPONSIBILITIES

1. To be actively involved in the planning and implementation of your treatment/services.
2. To keep your appointments or to cancel 24 hours in advance. You will be charged for a late cancellation and no-shows.
3. To provide accurate information on all forms and requests for information.
4. To refrain from violent or threatening behavior or language.
5. To pay the fee (if applicable) at the time the services is rendered.
6. To refrain from the use of mood-altering substances during the course of service.
7. To accept a referral to another provider of services.
8. To cooperate should your counselor make a referral for a physician consultation.

CONDITIONS UNDER WHICH MINDFUL COUNSELING AND WELLNESS MAY DENY FURTHER SERVICES

1. If you refuse to cooperate with your service provider.
2. If you refuse to accept your responsibilities as listed above.
3. If your needs are beyond the scope of Mindful Counseling and Wellness services.

If you believe your rights have not been honored, we ask that you attempt to resolve these differences with your service provider. If resolution of your concerns has not occurred, please make your concerns known. If you still do not believe that your concerns have been addressed other more formal procedures are established.

I/We have been oriented to the procedures and have read,
understood and agreed to the list of **CLIENT RIGHTS and
RESPONSIBILITIES**

Client Signature

Date

Staff Signature

Date