

Office Policies and Informed Consent for Psychotherapy Services

Twin Lakes Psychology

Welcome to Twin Lakes Psychology. We appreciate your trust in choosing our practice. This document outlines important information about therapy and our professional relationship. When you sign the Consent for Services, you are acknowledging that you have read and agreed to the policies described here. Please review it carefully and bring up any questions or concerns with your therapist.

Beginning Therapy

During the first few sessions, we will work together to determine whether our services are a good fit for your needs. If it becomes clear that another provider or type of service would be more helpful, we will provide appropriate referrals. Throughout our time together, we will collaboratively identify your therapeutic goals and develop a plan for treatment. We value open, honest, and respectful communication as the foundation for meaningful work.

Confidentiality

Your privacy is very important to us. All information you share in therapy sessions and written records is confidential and cannot be released without your written authorization, except in specific situations where disclosure is required by law. These include:

If there is an expressed intent to harm yourself or another person.

When there is reasonable suspicion of abuse or neglect of a child, elder, or dependent adult.

If your mental health becomes a legal issue (for example, if you place your mental state at issue in a lawsuit).

To comply with a valid court order or subpoena.

To collect unpaid fees through a collection agency or small claims process.

As a group practice, therapists at Twin Lakes Psychology may consult confidentially with one another regarding clinical issues to ensure high-quality care.

To process insurance claims, limited information may be shared, including your name, diagnosis, session dates, length, frequency, and billing codes.

With your written consent, we can also release information to third parties (such as another provider or agency). However, if your therapist believes that such disclosure could be harmful, we may respectfully deny the request.

Electronic Communication

Please be aware that email, text, and fax communications are not fully secure. While we take reasonable precautions, confidentiality cannot be guaranteed through these channels. Use these methods only for scheduling or administrative matters, and discuss any concerns about communication

preferences with your therapist.

Benefits and Risks of Psychotherapy

Therapy can help you achieve greater insight, relief from distressing symptoms, improved relationships, and overall personal growth. However, the process can also bring up uncomfortable emotions, thoughts, or memories. These experiences are a normal and sometimes necessary part of healing. We encourage you to discuss any concerns or difficult feelings that arise during treatment.

Fees and Payment

Our standard fees are:

Individual sessions (50–60 minutes): \$225 – \$250

Couples or family sessions (50–60 minutes): \$275 – \$300

Some clinicians may charge higher rates based on experience and availability. Reduced-fee or sliding-scale options may be available upon request. All fees will be reviewed with you before or during your first appointment.

Payment is due at the time of service unless other arrangements have been made. We accept cash, checks, and most credit cards. Sessions begin and end on time. Please note that fees may be adjusted annually, and you will be notified in advance of any changes.

We are in-network for Medicare and Railroad Medicare but out-of-network for most other insurance providers. If you have a PPO plan, you may be eligible for partial reimbursement. Our billing department can either file claims on your behalf or provide you with documentation to submit to your insurer.

Insurance payments received by Twin Lakes Psychology will be credited to your account unless you request a refund by check.

Cancellations and Missed Appointments

Please provide at least 48 hours' notice if you need to cancel or reschedule a session. Late cancellations or missed appointments will be charged the full session fee, as insurance cannot be billed for missed sessions. This policy applies to all clients, including Medicare patients.

Telehealth and Phone Sessions

Twin Lakes Psychology offers teletherapy and phone sessions for your convenience. The same confidentiality and ethical standards apply to these sessions. Please review our separate Telehealth Consent for details on potential risks and best practices for remote therapy.

Legal Proceedings and Documentation

If your therapist is required to prepare documents or appear in a legal proceeding related to your treatment, the fee is \$250 per hour, including travel, preparation, and time spent at the proceeding. This applies even if the court date is rescheduled. Our therapists do not provide forensic or expert witness testimony.

Requests for treatment summaries, progress reports, or other official documentation (e.g., for disability or leave-of-absence purposes) are billed at \$250 per hour for time spent preparing, obtaining, and delivering the materials.

Ending Therapy

Ending therapy is an important part of the process. We encourage an open and collaborative discussion about when and how to conclude treatment. You may end therapy at any time, though we recommend discussing your decision with your therapist.

We reserve the right to end services if:

You engage in verbal or physical harassment toward staff,

You fail to follow treatment recommendations, or

You do not pay for services after reasonable attempts to resolve the issue.

Dual Relationships

Therapeutic relationships are professional in nature. Romantic, financial, or social relationships between clients and therapists are never appropriate, as they could compromise the integrity and effectiveness of therapy.

Contacting Your Therapist and Emergencies

Your therapist will make every effort to return calls or emails within 24 hours on weekdays and within 48 hours on weekends. During vacations or planned absences, you will be informed in advance and provided with alternate contact information if needed.

If you experience a mental health emergency, call 911 or go to the nearest emergency department. You may also contact a local 24-hour crisis service.

Concerns or Complaints

We encourage open communication and take your feedback seriously. If you have concerns about your treatment, please speak directly with your therapist. If you feel your complaint has not been adequately addressed, you may contact:

California Board of Psychology

1625 North Market Blvd., Suite N-215

Sacramento, CA 95834

Phone: (866) 503-3221

Email: bopmail@dca.ca.gov

California Board of Behavioral Sciences

1625 North Market Blvd., Suite S-200

Sacramento, CA 95834

Phone: (916) 574-7830

Email: bbswebmaster@dca.ca.gov

Acknowledgment

Thank you for reviewing these policies. We are committed to creating a safe, supportive, and collaborative therapeutic environment. If you have any questions about these terms or the therapy process, please discuss them with your therapist before signing the Consent for Services form.