

NEW VISION COUNSELING

2751 Thomas Drive, Suite 102
Cape Girardeau, MO 63701

(573) 334-3486
Toll Free 1-877-454-9121

Email: newvision@newvisioncounseling.com
Website: www.newvisioncounseling.com

The following is a list of resources you can access if you have an emergency or crisis situation and cannot reach your New Vision Counseling therapist:

- **New Vision Counseling 877-454-9121 (8:00am – 5:00pm)**
- **Local Police by calling 911**
- **MOCARS 24 hour crisis line by calling 1-800-356-5395**
- **Suicide Prevention Hotline by calling 1-800-273-8255**
- **Poison Control Line by calling 1-800-222-1222**
- **Report to your local hospital emergency room**

For non-emergencies you can also contact:

- **Community Counseling Center's Peer Phone Support, Talk, Listen, Care line by calling 1-877-626-0638**

Grievance and Complaint Procedure

Any person receiving services from New Vision Counseling that believes they have been treated unfairly, inappropriately, or believes their rights have been violated, can file a complaint with the office manager to have the situation resolved.

A complaint form is available for any client that requests one. Any client that requests assistance with completing the form will be assisted by the office manager or other designated staff.

The complaint will be investigated or researched by the office manager (Monica Griffith). A written response will be given to the complainant within 30 days of receipt.

If a client is not satisfied with the response, they may speak with the executive director (Danny Johnson) of the agency, if at all practicable, within 10 days.

If this does not resolve the situation, a member of the board (Linda Garner) will be contacted to meet with the complainant, within 30 days of the second internal meeting being held and notification given.

The client will be notified in writing after each step of the process.

If none of these steps resolve the issue, a client may contact The Client Rights Monitor of the Department of Mental Health at 1-800-364-9687.

If you have any questions regarding this procedure, please contact Monica Griffith, at the following:

Monica Griffith
2751 Thomas Drive Ste. 102
Cape Girardeau, MO 63701
573-334-3486
monica@newvisioncounseling.com

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NOTICE OF PRIVACY PRACTICES – BRIEF VERSION

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN OBTAIN ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Our commitment to your privacy

Our practice is dedicated to maintaining the privacy of your personal health information as part of providing professional care. We are also required by law to keep your information private. This is a shorter version of the full Notice of Privacy Practices which is available upon request. If you have questions or concerns about a particular situation, please contact the privacy officer listed at the end of this notice.

We will use the information about your health that we obtain from you or from others to provide you with treatment, arrange payment for services, and for other health care operations.

If we need to disclose (send, share, release) your information for any other purposes we will discuss this with you and ask you to sign an Authorization form to release your information.

We will keep your health information private but there are certain situations that the law requires us to disclose this information. For example:

1. When there is a serious threat to your health and safety or the health and safety of another individual or the public. We will only share information with a person or organization that is able to help prevent or reduce the threat.
2. Some lawsuits and legal or court proceedings.
3. If a law enforcement official requires us to do so.
4. For Workers Compensation and similar benefit programs.

Other similar situations are described in the longer version of the Notice of Privacy Practices.

NEW VISION COUNSELING

Your rights regarding your health information

1. You can ask us to communicate with you about your health and related issues in a particular way or at a certain place which is more private for you. For example, you can ask us to call you at home and not at work to schedule or cancel an appointment. We will try our best to do as you ask.
2. You have the right to ask us to limit what we tell people involved in your case or the payment for your care, such as family members and friends.
3. With the exception of certain situations, you have the right to look at the health information we have about you. You may obtain a copy of these records. We may charge for copies of medical records according to the size and number of copies. Contact our Privacy Officer listed at the end of this notice to arrange to see your records.
4. If you believe the information in your records is incorrect or missing important information, you can ask us to amend your health information. You will need to make this request in writing and send it to the Privacy Officer listed at the end of this notice.
5. You have the right to a copy of this notice. If we change this Notice of Privacy Practices we will post the new version in our waiting area and you can always obtain a copy of the Notice of Privacy Practices from the Privacy Officer listed at the end of this notice.
6. You have the right to file a complaint if you believe your privacy rights have been violated. You can file a complaint with the Privacy Officer listed at the end of this notice or with the Secretary of the Department of Health and Human Services. All complaints must be in writing. Filing a complaint will not change the health care we provide to you in anyway.

If you have any questions regarding this notice or our privacy policies, please contact Monica Griffith, Privacy Officer at the following:

Monica Griffith
2751 Thomas Drive Ste. 102
Cape Girardeau, MO
573-334-3486
monica@newvisioncounseling.com.

The effective date of this notice is April 14, 2003.

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New Vision Counseling Pricing List

New Patient with Nurse Practitioner	\$250.00
5 min appt. with Nurse Practitioner	\$25.00
10 min appt. with Nurse Practitioner	\$50.00
15 min appt. with Nurse Practitioner	\$75.00
25 min appt. with Nurse Practitioner	\$120.00
40 min appt. with Nurse Practitioner	\$175.00
New Patient with Counselor	\$150.00
25 min appt. with Counselor	\$40.00
45 min appt. with Counselor	\$65.00
60 min appt. with Counselor	\$80.00
Family appt. with Counselor	\$85.00
Crisis appt. with Counselor	\$85.00
Appt. with Intern Counselor	\$20.00

If your insurance coverage ends, does not cover the provided service or you fail to provide information in regards to an insurance change in a timely manner (80 days after the date of service) you will be charged the applicable charge off this list.