

**HEALING TO YOU**  
**1703 N Avalon Blvd**  
**Wilmington, CA 90744**  
**(310) 684-1247**



## **Consent for Services and Office Policies**

### **Welcome to Healing to You**

We are glad you are here. This document is intended to answer some of the initial questions you may have as you begin care services with us. Healing to You is a 501(c)(3) nonprofit healthcare organization providing professional medical and mental health services in accordance with licensure and regulations established by the State of California.

### **Our Team**

All of our providers work under the oversight of our leadership team to ensure safe, compassionate, trauma-informed care. Healing To You medical providers may be licensed nurse practitioners or licensed physician assistants under the supervision of our Medical Director, Dr. Nabil El-Sayad, A41141. Healing to You medical providers may include licensed physicians, nurse practitioners, and physician assistants. Healing to You's physicians and assistants are licensed through the [Medical Board of California](#). Nurse practitioners are licensed through the [California Board of Registered Nursing \(BRN\)](#). To verify a license or file a complaint, visit <https://www.breeze.ca.gov> or visit each board's website directly.

Healing To You mental health providers may be licensed providers or registered associates. Professional consultation and supervision is provided to all providers under the guidance of Cari Teran, LMFT 39271 and Joanne Howe, LMFT 50835. Healing To You's mental health providers are registered and licensed through the Board of Behavioral Sciences (BBS) in the state of California. The Board of Behavioral Sciences receives and responds to complaints regarding services provided within the scope of practice of (marriage and family providers, licensed educational psychologists, clinical social workers, or professional clinical counselors). You may contact the board online at [www.bbs.ca.gov](http://www.bbs.ca.gov) or by calling (916) 574-7830 to file a complaint or to check the good standing of any license.

### **Healing To You Philosophy of Care**

Healing To You utilizes a philosophy of care called trauma informed care. Trauma informed care is based on the following principles:

- (1) understanding and awareness of trauma and violence and their impacts on people's lives;
- (2) prioritizing a person's physical, emotional, and cultural safety;
- (3) promoting connection, collaboration, and choice; and
- (4) finding and building on a person's existing strengths, and supporting their skills and capacity development.

### **Medical Treatment**

The primary care providers at Healing to You offer compassionate, trauma-informed medical services focused on your overall health and well-being. We work with you to identify and address your immediate concerns, manage chronic conditions, and support preventive health through screenings, immunizations, and wellness visits. Our care may include lab testing, referrals to specialists, and recommendations for lifestyle or medication-based treatments.

We may also suggest that you meet with a mental health provider if we believe emotional or psychological support could benefit your overall health. If you are working with another provider, whether medical or mental health, we will ask you to complete a release of information form so we can coordinate your care. We are committed to protecting your privacy and will only share information that is necessary for your treatment, informing you each time communication between providers occurs.

### **Mental Health Care**

The mental health providers at Healing To You will facilitate a safe space to work on mutually agreed upon goals based on the issues that led you to seek assistance. We use a variety of techniques in therapy including person-centered and attachment approaches, Child Parent Psychotherapy, Emotional Freedom Technique, Motivational Interviewing, Trauma Focused Cognitive Behavioral Therapy, and EMDR. We might suggest that you consult with a physician or health care provider if we feel that your symptoms might benefit from other treatments. When you are working with another health care provider, we will need a release of information from you in order to communicate about your care. We will take care to only share necessary information and will disclose to you each time any communication between providers occurs.

### **What to Expect**

The first medical or mental health appointment serves as an intake appointment. We will want to hear about the issues or problems that led to you making an appointment and general information about yourself and your current life situation. By the end of this first appointment, we will give you some initial recommendations on what we think will help. In working toward a common goal, you and your Healing To You provider will form a unique partnership based on trust, clear boundaries, and confidentiality. It is our hope that this will prove to be empowering and beneficial to you.

### **Confidentiality**

With specific exceptions, all client communication is confidential. You have the right to confidentiality. No information can be shared with anyone outside the practice, regardless of their relationship to the client, without written consent in the form of a signed “release of information” form available from your provider. There are cases where we are legally mandated or ethically permitted to break confidentiality:

- We have reason to suspect that a child, an elderly person, or a dependent adult is being abused or neglected, or you disclose information indicating such abuse;
- We believe that you are in danger of harming yourself or someone else;
- By subpoena, deposition, or order of the court.

We will respond to these exceptions to confidentiality as collaboratively as possible, and with your best interest in mind. If you feel suicidal or engage in self-harming behaviors, we will explore all other options with you to keep you safe before calling a crisis intervention team.

Records of our therapy sessions are kept in locked files in a secure location and in an electronic health records (EHR) management system where they cannot be accessed by anyone other than Healing To You personnel. In the event of a confidentiality breach, we will promptly assess the situation, take necessary steps to mitigate harm, and, if criminal activity is suspected, cooperate with authorities. You will be notified in a timely manner with relevant details to help protect your personal information. If your provider experiences a personal emergency or serious illness, a designated Healing to You mental health professional, bound by the same confidentiality standards, may access records to ensure continuity of care.

It is understood that cases are sometimes discussed among professionals for consultation and/or care coordination purposes. In addition, in couples and family therapy, or when different family members are seen individually, confidentiality and privilege do not apply between the couple or among family members.

### **Medical Mandated Reporting**

In California any medical practitioner employed in a health facility, clinic, physician's office, local or state public health department is required to make a report if he or she "provides medical services for a physical condition to a patient whom he or she knows or reasonably suspects is": (1) "suffering from any wound or other physical injury inflicted by his or her own act or inflicted by another where the injury is by means of a firearm", and/or (2) "suffering from any wound or other physical injury inflicted upon the person where the injury is the result of assaultive or abusive conduct." "Assaultive or abusive conduct" is defined to include a list of 24 criminal offenses, among which are murder, manslaughter, torture, battery, sexual battery, incest, assault with a deadly weapon, rape, spousal rape, abuse of spouse or cohabitant, and an attempt to commit any of these crimes.

As medical mandated reporters under California law, we are required to report known or suspected injuries resulting from a firearm or assaultive or abusive conduct, including domestic violence. Our minimum responsibility is to report only the patient's name, the perpetrator's name, the date, and the location of the incident to law enforcement.

Patients are offered two options:

1. Participate in the reporting process with support from our staff.

2. Decline to participate—we will still fulfill our minimum reporting obligation, but the patient is not required to engage in the process.

Regardless of their choice, all patients will continue to receive full access to our healthcare and support services without judgment or interruption. We also offer *assistance with safety planning, restraining orders, and connections to legal advocacy and emergency resources*, based on the patient's needs and preferences. Please speak with your provider if you have any questions or concerns. Your safety and wellbeing is our top priority.

### **Teen Privacy**

According to California State Law, HTY must respect the privacy of adolescents (ages 12 to 17) when they are receiving confidential services. As well, adolescents may self consent for these services. Confidential services include sexual health, drug or substance use and behavioral health. HTY staff cannot talk to the parents or guardians of adolescents about any confidential services adolescents may receive without the adolescents' permission. This legal requirement does not extend to other health services such as physicals, injuries or care of health conditions such as cold or flu.

California State Law also requires HTY to contact someone under the following conditions:

- The adolescent is being abused, physically and/or sexually
- The adolescent is going to hurt him or herself or someone else
- The adolescent is under 16 and having sex with someone 21 years or older
- The adolescent is under 14 and having sex with someone 14 years or older

### **Health Insurance Disclosures**

Disclosure of confidential information may be required by your health insurance carrier or HMOs, PPOs, MCOs, or EAPs in order to process the claims. Healing To You has no control or knowledge over what insurance companies do with the information submitted or who has access to this information.

### **Telehealth Services**

Telehealth is a mode of delivering health care services, including medical care and psychotherapy, via communication technologies (e.g. Internet or phone) to facilitate diagnosis, consultation, treatment, education, care management, and self-management of a client's health care. Telehealth therapy services at Healing to You will be provided by licensed or registered mental health professionals acting within their scope of practice in California. These services include, but are not limited to, psychotherapy, assessment, consultation, safety planning, and case coordination.

You have a right to confidentiality with regard to your treatment and related communications via telehealth under the same laws that protect the confidentiality of your treatment information

during in-person psychotherapy. Healing to You uses HIPAA-compliant platforms. You are responsible for securing your own equipment and ensuring you are in a private, safe environment during sessions. Some telehealth platforms allow for video or audio recordings, however at Healing To You, ***neither you nor your provider may record the session.***

There are risks associated with participating in telehealth including, but not limited to, the possibility, despite reasonable efforts and safeguards on the part of your provider, that your psychotherapy sessions and transmission of your treatment information could be disrupted or distorted by technical failures and/or interrupted or accessed by unauthorized persons, and that the electronic storage of your treatment information could be accessed by unauthorized persons. During telehealth appointments, video images may be unclear or inadequate, or a disruption in the connection may occur.

Due to the risk of being overheard by others, it is required for you to use a location that is private and free from distractions or intrusions. ***Driving is never permitted during telehealth sessions, however sitting in your parked car is allowable.***

### **Telehealth Emergency Situations**

Telehealth is not appropriate for all clinical presentations, especially acute crises. In the event of a medical or mental health emergency, you agree to contact 911 or go to the nearest emergency room. ***Your provider will also request your current physical location and an emergency contact at the start of each telehealth service.*** You may decline any TeleHealth services at any time without jeopardizing your access to future care, services, and benefits.

### **Appointments**

All patients are expected to honor scheduled appointment times. Cancellations must be made with at least 24 hours' notice. The best way to cancel is by calling our office or by calling or texting your—these methods are for scheduling only, not for clinical matters or emergencies. Your provider will respond during their scheduled work hours, as noted on their voicemail.

***Missed appointments or late cancellations with less than 24 hours notice will result in a charge of \$50.00, which is not covered by insurance and will be the client's responsibility.*** Medicare and Medi-Cal patients will not be charged a missed appointment fee.

Healing to You does not provide 24-hour crisis services or emergency care, nor do providers carry pagers or emergency phones. In the event of an emergency, you agree to call 911, go to the nearest hospital, or contact a crisis line. We will provide a list of emergency resources and notify you in advance of any planned provider absences.

The therapeutic relationship is professional in nature. To maintain a safe and supportive environment, we do not engage in friendships, personal relationships, or sexual/intimate

interactions with current or former patients. We may choose not to answer personal questions that fall outside our professional role or training. To protect your confidentiality, Healing to You and its providers do not interact with patients on social media. This includes friending, liking, sharing, or commenting on posts from personal or professional accounts.

**Litigation Limitation**

Due to the nature of the therapeutic process and the fact that it often involves making a full disclosure with regard to 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 (client's) nor your attorney's, nor anyone else acting on your behalf will call on your provider to testify in court or at any other proceedings, nor will a disclosure of the psychotherapy records be requested. We do not provide child custody or placement evaluations.

**Consent for Services - Adult and Minor Patients**

By signing below, I acknowledge and agree that:

- I have read and fully understand the contents of this document, have had the opportunity to ask questions, and have received satisfactory answers.
- I voluntarily consent to participate in medical and/or mental health services, including but not limited to any care, treatment, and services deemed necessary and advisable, under the terms described herein.
- I understand that Healing to You provides services that may include mandated reporting, and that such reporting will be carried out in compliance with applicable state and federal laws.

**If I am consenting on behalf of a minor:**

I certify that I am the parent or legal guardian of the minor named below or otherwise authorized to consent to treatment. I voluntarily authorize and consent to the provision of medical and/or mental health services for the minor.

Client Name (Printed): \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Client/Parent/legal guardian (as applicable)

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Client/Parent/legal guardian (as applicable)

