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| **General PRactice Information** |

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| **about Artisan Counseling** |
| Artisan Counseling is dedicated to the craft of therapy. This means we strive to provide the highest quality of individual, couples, and family counseling available in the Hampton Roads area. The counselors on the Artisan team have specialized education, supervision and training to meet a variety of client needs. Our counselors are committed to providing an experience that is both personable and productive. |

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| **If you experience a mental health Emergency** (DANGER TO SELF OR OTHERS) |
| If you experience a mental health emergency, please proceed immediately to your nearest emergency room. After seeking emergency services, please contact your counselor to coordinate support services. Your counselor can be contacted at 757.503.2819. The resources listed below are available to assist during a mental health emergency. |

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| **Emergency contact information** | | |
| Contact | Telephone Number | |
| Call 911 or go to the nearest Emergency Room for immediate treatment | 988 or 911 | |
| Suicide Hotline | 988 or (800) 273 – 8255 | |
| Child Protective Services | (800) 522 – 7096 | |
| Adult Protective Services | (888) 832 – 3858 | |
| National Domestic Violence Hotline | (800) 799 – 7233 | |
| **Community Service Board (CSB) 24/7 Access to Crisis Services** | | |
| Hampton Newport News CSB | | (757) 788 – 0011 |
| Norfolk CSB | | (757) 644 – 7690 |
| Virginia Beach CSB | | (757) 385 – 0888 |
| Western Tidewater CSB (serving Suffolk, Franklin, Isle of Wright and South Hampton) | | (757) 925 – 2484 |
| Portsmouth CSB | | (757) 393 – 8990 |
| Chesapeake CSB | | (757) 548 – 7000 |
| Colonial Behavioral Health (Serving James City County, York, Poquoson and Williamsburg) | | (757) 220 - 3200 |

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| **Consent Form** |
| The purpose of this document is to provide information about your counselor, practice policies and procedures, and your rights and responsibilities. The first session gives us a chance to get to know each other and to find out more about what brings you into counseling. In addition, the goals, risks and benefits of treatments, the approximate time commitment involved, costs and other aspects of your goals for counseling will be discussed. Periodically, we will evaluate progress and, as necessary, redesign the treatment plan, goals, and treatment methods. We may also discuss ways you can implement our work between sessions. |

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| **tHE Vitural rECEPTIONIST** |
| Upon arrival at the Artisan Counseling office, you will be greeted by a virtual receptionist via an IPAD. Please type in just your **first name** and your counselor will be informed of your arrival via a text message. You can also contact the office administers by using the virtual receptionist as indicated on the IPAD. |

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| **cLIENT pORTAL:** | |
| **To access client portal:** | https://www.therapyportal.com/p/artisancounseling/ |
| For your convenience, Artisan Counseling utilizes an online client portal. In the virtual portal you can review documents, sign paperwork, complete assessments, attend telehealth sessions, manage appointments, and share information. The client portal is a secure platform. A link to the client portal can also be found on the Artisan Counseling website (artisancounseling.com) under the “Client Portal” tab. In addition, you will be sent an invitation to the client portal via email. Please create a log-in and password to utilize the portal to complete required paperwork and engage with the Artisan Counseling Team. | |

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| **Clinical Scribe** |
| The Artisan Counseling team utilizes Berries AI Scribe for Mental Health Professionals to assist with creating a first draft of clinical documentation required for record keeping standards and third-party reimbursement. The documents produced by the virtual scribe are derived from session recordings, which are not stored and are automatically deleted after processing. The scribe complies with HIPAA regulations, with all data encrypted both in transit and at rest. Additionally, notes are automatically deleted after 30 days or can be manually deleted at any time. If you would like additional information regarding confidentiality, it is available on their website at: <https://www.berries.icu/privacy-promise>. In alignment with current ethical standards and best practices clients (individual, couples, family) have the option to opt out of Berries AI Scribe. To do so please indicate on the client registration packet or inform your counselor at any time. |

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| **Explanation of Dual Relationships** |
| Although you may share very private thoughts and emotions with your counselor, it is important for you and your counselor to maintain a professional rather than social relationship. Contact is limited to scheduled appointments and we do not participate in social media relationships. Also, it is important to discuss with your counselor what your expectations are if you happen to run into each other in a public setting. |

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| **Fees, Method of Payment, and Insurance** |
| All co-payments, co-insurances, prior balances, and deductibles are due at the time of services. A credit card will be securely kept on file for ease of payment, we also accept cash, and any unpaid balance will be charged to the card on file. If you accrue an outstanding balance or missed appointment fee, payment must be received prior to scheduling your next appointment. Fees are subject to change and you will be given at least 30 days’ notice of any changes. We reserve the right to use the services of a collection agency for unpaid balances (Commonwealth Financial Solutions). Account statements are available upon request. Fees are $200 per intake session and $160 per individual, couples, or family session (for clients that self-pay account balances will be paid at time of service). |

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| **Insurance** |
| The Artisan Counseling Team participates with most HMO’s, PPO’s and other insurance plans. Each insurance plan has unique rules and regulations that must be followed by client (insured parties) and mental health professionals (providers). Please familiarize yourself with the benefits and rules of your healthcare plan. Clients are responsible for any fees not covered by their insurance. Client is responsible for providing Artisan Counseling with accurate and updated insurance information. If this information is not provided accurately Artisan Counseling is not responsible for billing or payment issues. Responsibility falls to the client. If your insurance has changed since the last appointment, you are responsible for providing updated insurance information or you may be responsible for all changes incurred. Please note that any insurance quotes provided are an estimate based on information provided to us by the insurance company. We strongly encourage you to speak with your insurance company to fully understand your mental health benefits.  If Artisan Counseling or a counselor at the practice are not a participating provider with your insurance plan, you will be responsible for payment in full at time of service. |

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| **Confidentiality** |
| In accordance with ethical guidelines, what you discuss with a mental health professional is kept confidential. Your written permission will be required to release information to other parties (i.e., spouse, family members, or outside institutions). To maintain professional standards, your counselor may discuss specifics of your situation with other mental health professionals as part of consultation to ensure that appropriate services are provided to you.  There are circumstances where information can be released without your consent or authorization. These include: 1) If you are at risk of being a threat or danger to yourself, a mental health professional is permitted to release information necessary for the purpose of your protection (such as contacting family members or seeking hospitalization). 2) If an immediate threat of physical violence against a readily identifiable victim is disclosed, your counselor may take action, which may include notifying the potential victim(s), notifying the police, or seeking hospitalization. 3) If abuse or harmful neglect of children, the elderly, or disabled/incompetent is known or reasonably suspected, your counselor must file a report with the appropriate state agency. 4) In the event a client decides to bring a malpractice suit against the counselor, the client’s record will be admitted as evidence in court. 5) In court proceedings, a judge may require the mental health professional’s testimony and client’s record if he/she determines this is necessary to resolve the issues before the court.  The laws concerning confidentiality can be quite complex. While your counselor is willing to discuss these matters with you, he/she is not an attorney. If you have specific legal questions, it is advised that you speak with an attorney. |

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| **Requested Letter, forms and other similar documents** |
| When a letter or other documents are requested to be completed by a counselor or administrator at Artisan Counseling, a fee will be charged of $25, payable at time of request. In addition, a fee will be charged for any request for records in alignment with applicable standards and practices. |

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| **Printing records** |
| At your request Artisan Counseling will assist in providing an electronic (free of charge) or paper copy of your medical record (signed release of information required if applicable). In alignment with Virginia’s Health Records Privacy statute a reasonable cost-based fee has been identified as 5 cents per page which includes only the cost of supplies for and labor of copying the requested information and postage. Please allow Artisan Counseling a reasonable amount of time to complete your request which is most often no more than several business days. |

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| **Referrals** |
| Certain health insurance plans require that you obtain a referral prior to the start of counseling services. It is the client’s responsibility to acquire appropriate and required referrals. Alternative payment arrangements or rescheduling of your appointments may be necessary if proper authorization is not obtained. |

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| **Appointment guidlines** |
| Most counseling sessions are approximately **53 minutes** in duration. Starting and ending appointments on time allows us to best utilize your time most effectivity. If you arrive more than 15 minutes late, it is at the discretion of the counselor to hold the scheduled appointment or reschedule for an alternative date and time. |

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| **Missed Appointment Policy** |
| We sincerely appreciate your cooperation and understanding of the following policy: (1) if you need to cancel an appointment, please give at least 24 hours’ notice, (2) please cancel Monday appointments by 5:00 PM on Friday, (3) **if you cancel with less than 24 hours notice or miss an appointment, you will be charged a $80 fee**, (4) fees will be charged to the card on file at the time of the missed appointment and (5) your account must be paid in full before rescheduling, (6) if a client misses two consecutive appointments they will be removed from recurring appointments and instead be scheduled week to week, (7) after three missed appointment the counselor has the discretion to close services. |

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| **Non-counseling Services Including Services Related to Court and Legal Issues** |
| Clients should consider whether they want to issue a subpoena for a counselor to testify in court. The process is always expensive to the client, and there is no guarantee that what the counselor will say will be of benefit to the client’s case. Counselors do not take part in any court cases unless subpoenaed. Fees: $200 for prep time, administrative time, time spent writing reports or assessments, phone calls, review of records and other correspondence. The charge for court is a minimum nonrefundable fee of $1400, paid in advance, regardless of whether counselor testifies or appears in court. The first $1400 applies to a maximum of four hours of time at an out-of-office courtroom rate of $350 per hour. |

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| **Telehealth and virtual counseling services** |
| Artisan Counseling offers individual, couples and family counseling via secure video conference tools which are covered by most insurance providers. The Client Portal (Therapynotes) and Zoom platforms are utilized and provide HIPAA compliant video conferencing services. When utilizing these resources, you can join a telehealth session within your client portal (Therapynotes) or your counselor will send you a meeting link to the email you have provided. |

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| **Collections policy and procedure** |
| We value our relationship with each of our clients, unfortunately if your account is greater than 10 days past due and no payment plan has been put in place further appointments will be placed on hold. Artisan Counseling has a business relationship with Collections Solutions of Virginia to assist in the collection of outstanding fees. The Artisan Counseling team will make consistent efforts (3x) to work with all individuals, couples and families to address outstanding balances. In the event that a client has disengaged with the account resolution process. The outstanding balance will be sent to Collections Solutions of Virginia. When your account is sent to collections a fee of 33.3333333% will be added to the balance owed. The Artisan Counseling team will make and document multiple efforts to contact the client about the outstanding bill to arrange a payment plan. If there is not a resolution or a plan to pay off the balance after a period of thirty days, the account will be sent to collections.  In the event that a client fails to make payment for services rendered, the client will be responsible for any and all collections fees incurred by our office. This includes any fees charged by a collection agency or attorney, court costs, and all other expenses necessary for the collection of the outstanding balance. Our office reserves the right to report delinquent accounts to credit reporting agencies and to pursue legal actions to recover any outstanding balances.  In order to collect any amount owed to Artisan Counseling, collections agency or any attorney’s office hired to collect the outstanding balance, may contact you by telephone. Artisan Counseling clients agree to receiving text messages and emails. Methods of contact for clients in the collections process but are not limited to include using pre-recorded/artificial voice messages and/or using any automatic dialing device. |

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| **Can I change my counselor?** |
| Yes, you can change your counselor. First talk to your current counselor about the potential change. If you do not feel comfortable speaking with your counselor, please contact the Artisan Counseling office and consult with a member of the administrative team. |

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| **Closure of Counseing Treatment** |
| It is the goal of the Artisan Counseling team to support clients with both developing and achieving their established goals. As a result, the decision to close treatment is best made collaboratively between the client and counselor. Most often counseling is closed when it becomes reasonably apparent that the client no longer needs counseling services, is likely not to receive further benefit, or is being harmed by continued counseling. Counseling services may also be terminated when there is jeopardy of harm by the client or by another person with whom the client has a relationship, or when clients do not pay fees as agreed upon. In addition, counselors work to provide pretermination counseling and recommend other services providers when necessary. Please note that if you are out of contact with your counselor for 60 days at any time, your medical record will be considered closed. However, please call at any time if you would like to reestablish counseling. |

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| **Leaving a Message for your counselor or the office manager** |
| Please feel free to leave a message on voice mail at (757) 503 - 2819. It is our goal to return all calls as soon as possible. A member of the Artisan Counseling administrative team will be available to return calls between 8am and 4pm Monday through Friday. |

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| **if working with an art therapist…** |
| Art Therapy is an integrative mental health and human services profession that enriches the lives of individuals, families, and communities through active artmaking, creative process, applied psychological theory, and human experience within a psychotherapeutic relationship. Art Therapy, facilitated by a professional art therapist (ATR & ATR-BC), effectively supports personal and relational treatment goals as well as community concerns. Art Therapy is used to improve cognitive and sensory motor functions, foster self-esteem and self-awareness, cultivate emotional resilience, promote insight, enhance social skills, reduce and resolve conflicts and distress, and advance societal and ecological change. Art therapists are master-level clinicians who work with people of all ages across a broad spectrum of practice. Guided by ethical standards and scope of practice, their education and supervised training prepares them for culturally proficient work with diverse populations in a variety of settings. Honoring individuals’ values and beliefs, art therapists work with people who are challenged with medical and mental health problems, as well as individuals seeking emotional, creative, and spiritual growth. Through integrative methods, art therapy engages the mind, body, and spirit in ways that are distinct from verbal articulation alone. Kinesthetic, sensory, perceptual, and symbolic opportunities invite alternative modes of receptive and expressive communication, which can circumvent the limitations of language. Visual and symbolic expression gives voice to experience, and empowers individual, communal, and societal transformation. What to expect: The initial session will be conducted by a registered art therapist, in which a biopsychosocial assessment will be conducted to assist with coordinating a plan for treatment. From there, a treatment plan will be utilized throughout treatment and will change periodically to assist with growth during treatment. Role of Therapist: maintains a comfortable space to facilitate therapeutic process, provides (most) art mediums and materials to facilitate therapy, when appropriate, creates the art together, offers client different ways of using the art-based materials, provides a supportive environment that facilitates healing and growth and refers the client to additional outside support if it is appropriate. If you have any questions related to Art Therapy services, please speak directly with your Art Therapist. |

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| **Process for addressing a complaint** |
| If you are not satisfied with any aspect of our work, please inform your counselor so that we can work with you to resolve the concern. At any time, you may request to speak with the practice owners (Dr. Ben Newman, LPC & Michele Haynam, LPC) at (757) 503 – 2819 to express a concern or to resolve a conflict. If you think that you have been unfairly or unethically treated, by our counselors or any other licensed professional and cannot resolve this problem within the practice, you can contact: Commonwealth of Virginia Department of Health Professions 6606 West Broad Street, Fourth Floor Richmond, Virginia 23230-1717 phone (804) 662-9575. |

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