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| **General PRactice Information** |

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| **about Artisan Counseling** |
| Artisan Counseling is dedicated to the craft of counseling. This means we strive to provide the highest quality of individual, couples and family counseling available in the Hampton Roads area. Our counselors have specialized education and training to meet a variety of client needs. We 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 securing emergency services please contact your counselor to coordinate support services. Your counselor can be contacted at 757.503.2819. |

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| **Emergency contact information** | | |
| Contact | Telephone Number | |
| Call 911 or go to the nearest Emergency Room for immediate treatment | 911 | |
| Suicide Hotline | (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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| **tHE Vitural rECEPTIONIST** |
| Upon arrival to 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. |

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| **cLIENT pORTAL** |
| For your, convince Artisan Counseling utilizes an online client portal to review documents, sign paperwork, manage appointments and share information. The client portal is a secure platform and a link to the client portal can be found on the Artisan Counseling website (artisancounseling.com). In addition, you will be sent an invitation to the client portal via email. Please create a log-in and password in order to utilize the portal to complete required paperwork. |

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| **Consent Form** |
| The purpose of this document is to provide information about your counselor, our policies and practices, 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. As counseling progresses, we will further discuss the goals, risks and benefits of treatments, the approximate time commitment involved, costs and other aspects of your particular goals for counseling. Periodically, we will evaluate progress and, if necessary, redesign the treatment plan, goals, and methods. We may also discuss ways you can implement our work between sessions. This work can help you gain valuable skills and thoughtful growth while in counseling. |

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| **Confidentiality** |
| Generally, we will tell no one what you tell us without your written consent, unless you are under the age 18, in which case, we will discuss the legal rights your parent(s) / guardian(s) have to your records. There are two primary circumstances in which we cannot guarantee confidentiality, legally or ethically: (1) when we believe you intend to harm yourself or another person; and (2) when we believe a child or elder person has been or will be abused or neglected. In rare circumstances, a counselor can be ordered by a judge to release information. Limited disclosure is required for health insurance carriers. |

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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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| **Insurance** |
| We accept several insurances and can discuss the details of your particular plan. The client is responsible for any fees not covered by their insurance. 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. |

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| **Fees, Method of Payment, and Insurance** |
| Payment is required at the time of service. A credit card on file for ease of payment but also accept cash. 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. Account statements are available upon request. Fees are $180 per intake assessment and $130 per individual, couples or family session. |

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| **Appointment guidlines** |
| Most therapeutic sessions are approximately **50 minutes** in duration. Starting and ending appointments on time allows us to best utilize your time. 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 6:00 PM on Friday, (3) if you cancel with less than 24 hours notice or miss an appointment, you will be charged $65, (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. |

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| **Non-counseling Services Including Services Related to Court and Legal Issues** |
| Clients should consider whether or not 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: $150 for prep time, administrative time, time spent writing reports or assessments, phone calls and other correspondence. The charge for court is a minimum nonrefundable fee of $1200, paid in advance, regardless of whether counselor actually testifies or appear in court. The first $1200 applies to a maximum of four hours of time at an out-of-office courtroom rate of $300 per hour. |

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| **Closure of Treatment** |
| It is the goal of the Artisan Counseling team to support the client with both developing and achieving counseling goals. As a result, the decision to close treatment is best made collaboratively between the client and counselor. 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 services. |

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

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| **Telehealth and virtual counseling services** |
| Artisan Counseling offers individual, couples and family counseling via video conference which are covered by all insurance providers. The Zoom platform is utilized and provides HIPAA compliant video conferencing services. When utilizing this resource your counselor will send you a meeting link to the email you have provided. |

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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. |