Treatment Agreement

1) I hope my office is a place where your child, family and you can comfortably and safely work on resolving problems. Please let me know if there is anything in the office, which interferes with that process.

2) Our office is not equipped to handle unsupervised children under twelve in the waiting room. **Parents of children receiving services must remain present during the session.** Children respond differently to therapy and at times the session terminated early either by the child or the therapist. Parents must be available at the end of sessions.

3) Notify me as soon as possible, and no later than 24 hours in advance, when canceling or rescheduling an appointment. The reason for this is simple: you have contracted for a portion of my time, and if you don’t show up that time is empty. All missed appointments and late cancellations (i.e. less than 24 hours notice) incur a **$120 charge**. Third party payment plans will not be billed for no-shows or late cancellations and thus are expected from the client (with the exception of Medicaid and CPS clients).

4) Phone calls longer than 10 minutes will be billed for the full session rate. It is not recommended to use this medium for counseling as it is not HIPPA secure.

5) The standard fee for a session is $120 per 50 minute segment. Payment is preferred at the time of service. If necessary, I will be happy to talk with you about other payment arrangements. I accept cash, credit cards and checks. Collection services may be used for non-payment and bounced checks.

6) For out of office consultations such as hospital sessions, legal consultations (court hearings) and school conferences, the charge is $120 per hour. This includes the time spent waiting for the hearing to begin or to testify in court. This does not include drive time unless the drive is more than 30 miles from my practice location.

7) Counseling sessions will begin at the specified time and will last 50 minutes unless other arrangements have been made. This time frame is firm, even though important issues may sometimes be interrupted. This is necessary to allow you and others to adhere to their daily schedules without unnecessary delays. If you are late for an appointment, the session will end at the designated time. If you are more than 20 minutes late to a session, this will be considered a late cancellation, unless prior arrangements have been made.

8) You are responsible for payment of all fees. Your services and fees may exceed the benefits provided in your insurance or managed care benefits package. Managed care/MHMR/insurance plans are often complicated, and I will do what I can to help guide you, interpret the contracts and track your services and costs. Ultimately, though, it is your responsibility to know and manage your benefits.

9) I check my voice mail messages frequently throughout the day, and will usually be able to return calls within three hours. If you have an emergency outside of normal office hours, call me at (512) 293-8373 on my mobile phone. For calls regarding appointments or urgent matters during office hours, leave a message at (512) 293-8373. **In a life threatening situation, call 911 or go to the nearest emergency room**

10) If you see a psychiatrist or other physician for medication, you will need to speak with that doctor or their representative for any questions about the medication. If a problem develops, contact your physician(s) or pharmacist immediately.

11) There are benefits and risks to treatment. Discussing difficult experiences can be emotionally painful and cause distress. Working through these issues may lead to feelings of relief and a better ability to manage daily stressors. There is no guarantee that treatment will have the desired benefit.

12) Counseling sessions are confidential. No information can be released without your written consent except in cases of suspected child or elder abuse, potential danger to self and or others, our court subpoena. State law requires clinicians to report suspected abuse to children under the age of 18 and the elderly. This is required even if there is a limited amount of information. Information disclosed in session pertaining to the above will be considered an outcry and reported as the law requires.

13) Let me know if you have any problem with my services. It is more constructive to work out concerns earlier than later. If you have unresolved concerns about my professional social work services, you can contact:

 Texas State Board of Social Worker Examiners in Austin at (512) 719-3521.

14) In order to bill your insurance certain amounts of information must be shared with them including goals and diagnosis. This information will be kept to the minimum required for successful approval of benefits.

* I agree to allow Help Your Mind Counseling the right to disclose this information. If I refuse to allow Help Your Mind Counseling to do so, I agree to pay the full out of pocket amount of $120/hour.

15) While email and text are an efficient way to communicate, they are not 100% secure and thus not HIPPA compliant. Please be aware of this when sending information through these mediums. It is recommended to keep these communications limited to logistics: date and time of appointment. Any additional disclosed information is at the risk of the client.

16) I will not accept Friend or contact requests on social media accounts such as Facebook or LinkedIn. I do have a Help Your Mind Counseling Facebook Page that you are welcome to follow, though be aware that “commenting” on posts can be a self-violation of your confidentiality. If you have questions about this policy feel free to discuss them with me.

17) Please ignore any requests sent by Facebook or any other medium (Yelp, etc) to rate my practice, as these do not come from me. You are encouraged to *NOT* rate any mental health or medical practice, and if you do so you do so understanding that the practitioner is unable to mediate the risks of violating your confidentiality in such a way.

* Often clinicians are added by the site without feedback from the practitioner. The licensing boards for Social Workers, Counselors and Psychologists specifically state that these clinicians are not allowed to request reviews from these sites. You of course are allowed to express yourself in any way you wish, though attempts to give feedback may go unnoticed, and I will not reply to reviews in any way.

18) Clients referred through Children’s Protective Services will have reports send to caseworkers monthly between the 1st and the 10th. Information including progress in treatment and diagnoses and up to treatment notes will be included in these reports.