



Informed Consent Document

You have taken the first and most crucial step to getting the help you seek to live a life worth living. You are not alone in this, and I look forward to working with you.

This packet details the policies and procedures at Chime Mental Health Services. Clients who have requested therapy services are strongly encouraged to read this packet of information and provide a signature attesting to your understanding and agreement with these policies and procedures.

ELIGIBILITY FOR SERVICES

Services are available to all individuals. Insurance is accepted, and there are self-pay options and sliding fee scale options.

AVAILABLE SERVICES

Services offered at this time are individual therapy. Please check back at a later time for possible group therapy and family therapy options. Individual therapy is available for adolescents and adults. There are no eligibility requirements for treatment. People can be referred to by themselves, physicians, ministers, school personnel, attorneys, employers, and many others. If the client's needs are outside the clinicians' scope of practice, a referral to an alternate provider will be made available.

Areas of practice include, but are not limited to:

Depression	Stress	Grief and Loss
Animal Companion Loss	Relationships	Family of Origin Issues
Anxiety	Coping Challenges	Trauma-Related Problem
Assault	ADHD	Adjustment Problems

CONFIDENTIALITY

All communication between the provider and client is held in confidence and will not be revealed to anyone unless you (or a parent or guardian if you are under 18) give written authorization to release the information.

There are legal and ethical exceptions to confidentiality that require the provider to take responsible action:

- When there is a clear and present danger of harm to yourself or another person, we are legally required to take action to protect life in these circumstances. Thus, our actions may include but are not limited to, arranging for voluntary or involuntary hospitalization or notifying law enforcement authorities and/or persons identified as being at risk for harm.
- In the case of apparent child abuse or abuse of a vulnerable adult. We are legally required to report the abuse to child protective services, law enforcement, or other appropriate county and/or state authorities.
- In the event you are pregnant, and a provider has reason to believe you are using a controlled substance for non-medical purposes. State law requires this to be reported to child protective services or other appropriate county and/or state authorities.

- In the event of a court order compelling information to be released.
- In the case of an emergency.
- When it otherwise must be reported by law.

RECORDS

All medical records are maintained for a minimum of 10 years, after which they are destroyed. Upon written request, within that time period, we will provide a copy of your treatment summary and/or pertinent portions of your record to another mental health care provider or physician of your choice. If you request the release of information to any other entity, we may request personal contact with you in addition to the written release. When the release of records creates a safety risk for any individual or entity, the law provides for restriction of record release based on an evaluation of the individual situation.

THE THERAPEUTIC PROCESS

Counseling is a process by which people facing life challenges enter into a relationship with a trained professional to gain greater insight into their situation. The function of this agency is to help resolve problem areas in life and to develop more effective ways of responding to life challenges. Your therapist will be an understanding person interested in helping you work through your emotional distress. The therapist's function is to listen, understand, and be helpful to the fullest extent of their professional training. It is the client's responsibility to help the therapist understand the life situation, thoughts, and feelings while having the courage to try and master problem areas. Counselors do not give advice or make decisions for their clients. Their role is to ask questions and comment to help clients understand themselves more fully, make adequate choices, and become more self-resilient. The counseling process may entail emotional pain, stress, and life changes. Although counseling will help most people, it is not always or entirely effective.

CRISIS INFORMATION

This agency does not offer after-hours mental health crisis management services. As part of your mental health treatment plan, community options for mental health crisis management will be discussed on an individual basis. It is encouraged that you utilize the following resources should you require mental health assistance after regular business hours.

South Central Crisis Center 24 Crisis/Warm Line (877) 399-3040 or (507) 344-0621

Suicide and Crisis Lifeline - 988

Emergency Services - 911

National Domestic Violence Hotline, 1-800-799-7233

Your nearest emergency department

CHANGING/FAILED APPOINTMENTS

If it becomes necessary to change or cancel your appointment, please get in touch with your provider as soon as possible. Twenty-four hours need to be given for your provider to have an opportunity to find someone else to fill your spot. Every effort is given to fill empty spots with clients who want to be seen as soon as possible. If you cancel less than 24 hours before your appointment, you will be charged a \$100 fee as your provider has set that time aside for your Session. Health insurance plans do not pay for failed appointments; you will be responsible for this fee. As with normal session fees, this must be paid before you can schedule a future appointment.

GIFTS

Because this is a professional relationship, gifts cannot be accepted by mental health providers.

SOCIAL MEDIA POLICY

Never use social media as a means to communicate with your provider. These sites are not secure to the degree necessary to be HIPAA compliant. Also, social media accounts are meant for personal use, and your provider does not connect with clients on these platforms. Please do not send requests to connect with your provider through their social media platforms.

Though they may appear as an option for someone to connect with, please ignore these and/or delete them so they do not continue to be an option.

COMMUNICATION METHODS

There are a few options for communicating with your provider, such as direct phone calls to the provided phone number and the email address that has been provided. Text messaging does not ensure privacy. Therefore, an app is used to send text reminders for appointments only. Responses are not given via this method of communication.

BUSINESS REVIEW SITES

You may find this agency on sites like Yelp, Healthgrades, Yahoo, etc. Some sites include a forum where people can rate their provider and add reviews. Many of these sites comb search engines for business listings and automatically add listings regardless of whether the business has added itself to the site. If you should find our listing on any of these sites, please know that our listing is not a request for a testimonial, rating, or endorsement from you as our client.

You have the right to express yourself as you wish online. Due to confidentiality, if you choose to post a review online, no response will be made. We urge you to take your privacy seriously, and we are committed to keeping your information confidential. If we are working together and there are concerns about the therapy process, an essential part of therapy would be to communicate that to your provider and discuss how to resolve the issue.

If you feel something has been done that is harmful or unethical and you do not feel comfortable discussing it with your provider, you may get in touch with the Board of Behavioral Health and Therapy. This board oversees licensing and will review the services you have been provided.

PAYMENT POLICY CHARGES AND FEES

Payment for sessions is due on the day of service. If you have a balance due, you will not be scheduled for further appointments until this is paid in full. It is our mission to help you to improve your overall well-being. If you cannot afford the service fee, there are options. Please speak with your provider to learn what those are and how we can best serve you.

Current Fees for Therapy:

Initial Intake: \$250

Individual Session (30 minutes): \$75

Individual Session (60 minutes): \$150

TELEHEALTH

You consent to participate in telehealth as a part of your therapy and treatment goals. Telehealth will occur primarily through interactive audio and video using a HIPAA-compliant website platform identified by your provider.

You have the following rights concerning your consent to telehealth:

- As with any therapy appointment, you have the right to end this portion of the consent at any time.
- The laws that protect the confidentiality of your personal information apply to telehealth.
- You fully understand that participating in an online platform has possible risks and consequences. Reasonable efforts will be made to ensure the safety and security of your private information.
- You must understand that all applicable statutes, rules, and laws are the same as if you were in person at a clinic.