

## Informed Consent Document

You have taken the first and most important step to getting the help you are seeking so you can live a life worth living. You are not alone with this and I am looking forward to working with you.

The information in this packet details the policies and procedures in place 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 your understanding and agreement with these policies and procedures.

### ELIGIBILITY FOR SERVICES

Services are available to all individuals. Though insurance is not accepted at this time, 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 therapy. People can be referred by themselves, physicians, ministers, school personnel, attorneys, employers, and many others. If the needs of the client are outside the scope of practice of clinicians, 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 are 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 for the release of the information.

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

- When there is a clear and present danger of harm to yourself or another person. In these circumstances, we are legally required to take action to protect life. 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 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 choices. If you request release of information to any other entity, we may request personal contact with you in addition to the written release. When 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 who are facing challenges in life 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 who is interested in helping you work through your emotional distress. It is the function of the therapist to listen, understand and to be helpful to the fullest extent of his or her professional training. It is the client's responsibility to help the therapist understand the life situation, thoughts, feelings and to have the courage to try to master problem areas. Counselors do not give advice or make decisions for their clients. Their role is to ask questions and make comments to help clients understand oneself more fully, make effective choices and become more self-resilient. The counseling process may entail some emotional pain, stress and life changes. Although counseling will help most people, it is not always or completely 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 you utilize the following resources should you require mental health assistance after normal business hours.

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

**911**

**Your nearest emergency department**

**You can also text 741741**

## **CHANGING/FAILED APPOINTMENTS**

If it becomes necessary to change or cancel your appointment, please contact your provider as soon as possible. 24 hours need to be given in order 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 that time has been set aside by your provider for your session. Health insurance plans do not pay for failed appointments

and you will be responsible for this fee. As with normal session fees, this fee must be paid before you are able to 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 so they do not continue to be an option.

## **COMMUNICATION METHODS**

There are a few options for communicating with your provider. 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 such as Yelp, Healthgrades, Yahoo and many others. Some sites include a forum in which 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, there will be no response 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 important part of therapy would be to communicate that to your provider and have a conversation about 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 they will review the services you have been provided with.

## **PAYMENT POLICY CHARGES AND FEES**

Payment for sessions is due the day of service. If you have a balance due, you will not be scheduled 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 fee for service, 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

Revised 7.11.21

Individual Session (30 minutes): \$75

Individual Session (60 minutes): \$150

## **TELEHEALTH**

This agency only provides mental health therapy services via telehealth at this time. You are consenting 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 with regards to your consent of telehealth:

- As with any therapy appointments, 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.
- That you fully understand there are possible risks and consequences in participating in an online platform. Reasonable efforts will be made to ensure the safety and security of your private information.
- That you understand all applicable statutes, rules and laws are the same as if you were in person at a clinic.