

## **OFFICE POLICIES AND GENERAL INFORMATION**

**CONFIDENTIALITY:** All information disclosed within sessions and the written records pertaining to those sessions are confidential and may not be revealed to anyone without your written permission except where disclosure is required by law.

**WHEN DISCLOSURE IS REQUIRED OR MAY BE REQUIRED BY LAW:** Some of the circumstances where disclosure is required or may be required by law are: where there is a reasonable suspicion of child, dependent, or elder abuse or neglect; where a client presents a danger to self, to others, to property, or is gravely disabled; or when a client's family members communicate to **Serenity Psychological Services and Consulting LLC** that the client presents a danger to others. Disclosure may also be required pursuant to a legal proceeding by or against you. If you place your mental status at issue in litigation initiated by you, the defendant may have the right to obtain the psychotherapy records and/or testimony by **Serenity Psychological Services and Consulting LLC**. In couple and family therapy, or when different family members are seen individually, even over a period of time, confidentiality and privilege do not apply between the couple or among family members, unless otherwise agreed upon. **Serenity Psychological Services and Consulting LLC** will use his/her clinical judgment when revealing such information. **Serenity Psychological Services and Consulting LLC** will not release records to any outside party unless s/he is authorized to do so by all adult parties who were part of the family therapy, couple therapy or other treatment that involved more than one adult client.

**EMERGENCY:** If there is an emergency during therapy, or in the future after termination, where **Serenity Psychological Services and Consulting LLC** becomes concerned about your personal safety, the possibility of you injuring someone else, or about you receiving proper psychiatric care, s/he will do whatever s/he can within the limits of the law, to prevent you from injuring yourself or others and to ensure that you receive the proper medical care. For this purpose, s/he may also contact the person whose name you have provided on the biographical sheet.

**HEALTH INSURANCE & CONFIDENTIALITY OF RECORDS:** Disclosure of confidential information may be required by your health insurance carrier or HMO/PPO/MCO/EAP in order to process the claims. If you so instruct **Serenity Psychological Services and Consulting LLC**, only the minimum necessary information will be communicated to the carrier. **Serenity Psychological Services and Consulting LLC** has no control over, or knowledge of, what insurance companies do with the information s/he submits or who has access to this information. You must be aware that submitting a mental health invoice for reimbursement carries a certain amount of risk to confidentiality, privacy or to future capacity to obtain health or life insurance or even a job. The risk stems from the fact that mental health information is likely to be entered into big insurance companies' computers and is likely to be reported to the National Medical Data Bank. Accessibility to companies' computers or to the National Medical Data Bank database is always in question as computers are inherently vulnerable to hacking and unauthorized access. Medical data has also been reported to have been legally accessed by law enforcement and other agencies, which also puts you in a vulnerable position.

**LITIGATION LIMITATION:** Due to the nature of the therapeutic process and the fact that it often involves making a full disclosure with regard to many matters which may be of a confidential nature, it is agreed that, should there be legal proceedings (such as, but not limited to divorce and custody disputes, injuries, lawsuits, etc.), neither you nor your attorney(s), nor anyone else acting on your behalf will call on **Serenity**



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**Psychological Services and Consulting LLC** to testify in court or at any other proceeding, nor will a disclosure of the psychotherapy records be requested unless otherwise agreed upon.

**CONSULTATION: Serenity Psychological Services and Consulting LLC** consults regularly with other professionals regarding his/her clients; however, each client's identity remains completely anonymous and confidentiality is fully maintained.

**E-MAILS, CELL PHONES, COMPUTERS, AND FAXES:** It is very important to be aware that computers and unencrypted e-mail, texts, and e-fax communication can be relatively easily accessed by unauthorized people and hence can compromise the privacy and confidentiality of such communication. E-mails, texts, and e-faxes, in particular, are vulnerable to such unauthorized access due to the fact that servers or communication companies may have unlimited and direct access to all e-mails, texts and e-faxes that go through them. Data on **Serenity Psychological Services and Consulting LLC's** computers is encrypted as well as e-mails and e-faxes. It is always a possibility that e-faxes, texts, and email can be sent erroneously to the wrong address and computers. Unencrypted email or text provides as much privacy as a postcard. You should not communicate any information with your health care provider that you would not want to be included on a postcard that is sent through the Post Office. **Serenity Psychological Services and Consulting LLC's** computers are equipped with a firewall, virus protection and a password, and we back up all confidential information from our computer on a regular basis onto an encrypted hard-drive. Also, be aware that phone messages are transcribed and sent to **Serenity Psychological Services and Consulting LLC** via encrypted e-mails. Please notify **Serenity Psychological Services and Consulting LLC** if you decide to avoid or limit, in any way, the use of e-mail, texts, cell phones calls, phone messages, or e-faxes. If you communicate confidential or private information via unencrypted e-mail, texts or e-fax or via phone messages, we will assume that you have made an informed decision, will view it as your agreement to take the risk that such communication may be intercepted, and we will honor your desire to communicate on such matters. Please do not use texts, e-mail, voice mail, or faxes for emergencies.

**RECORDS AND YOUR RIGHT TO REVIEW THEM:** Both the law and the standards of **Serenity Psychological Services and Consulting LLC's** profession require that we keep treatment records for at least 7 years. Unless otherwise agreed to be necessary, **Serenity Psychological Services and Consulting LLC** retains clinical records only as long as is mandated by Kansas law. If you have concerns regarding the treatment records, please discuss them with **Serenity Psychological Services and Consulting LLC**. As a client, you have the right to review or receive a summary of your records at any time, except in limited legal or emergency circumstances or when **Serenity Psychological Services and Consulting LLC** assesses that releasing such information might be harmful in any way. In such a case, **Serenity Psychological Services and Consulting LLC** will provide the records to an appropriate and legitimate mental health professional of your choice. Considering all of the above exclusions, if it is still appropriate, and upon your request, **Serenity Psychological Services and Consulting LLC** will release information to any agency/person you specify unless **Serenity Psychological Services and Consulting LLC** assesses that releasing such information might be harmful in any way. When more than one client is involved in treatment, such as in cases of couple and family therapy, **Serenity Psychological Services and Consulting LLC** will release records only with signed authorizations from all the adults (or all those who legally can authorize such a release) involved in the treatment.

**TELEPHONE & EMERGENCY PROCEDURES:** If you need to contact **Serenity Psychological Services and Consulting LLC** between sessions, please leave a message at the answering service (785) 621-4417 and your call will be returned as soon as possible. **Serenity Psychological Services and Consulting LLC** checks

messages a few times during the daytime only, unless we are out of town. If an emergency situation arises, indicate it clearly in your message and if you need to talk to someone right away call the 24-hour crisis line: 1 (800) 273-8255 or the Police: 911. Please do not use email or faxes for emergencies. **Serenity Psychological Services and Consulting LLC** does not always check email or faxes daily.

**PAYMENTS & INSURANCE REIMBURSEMENT:** Clients are expected to pay the standard fee for each service before each session unless other arrangements have been made. Please notify **Serenity Psychological Services and Consulting LLC** if any problems arise during the course of therapy regarding your ability to make timely payments. Clients who carry insurance should remember that professional services are rendered and charged to the clients and not to the insurance companies. Unless agreed upon differently, **Serenity Psychological Services and Consulting LLC** will provide you with a copy of your receipt on a monthly basis, which you can then submit to your insurance company for reimbursement, if you so choose. As was indicated in the section, *Health Insurance & Confidentiality of Records*, you must be aware that submitting a mental health invoice for reimbursement carries a certain amount of risk. Not all issues/conditions/problems, which are dealt with in psychotherapy, are reimbursed by insurance companies. It is your responsibility to verify the specifics of your coverage. If your account is overdue (unpaid) and there is no written agreement on a payment plan, **Serenity Psychological Services and Consulting LLC** can use legal or other means (courts, collection agencies, etc.) to obtain payment.

**MEDIATION & ARBITRATION:** All disputes arising out of, or in relation to, this agreement to provide psychotherapy services shall first be referred to mediation, before, and as a pre-condition of, the initiation of arbitration. The mediator shall be a neutral third party chosen by agreement of **Serenity Psychological Services and Consulting LLC** and the client(s). The cost of such mediation, if any, shall be split equally, unless otherwise agreed upon. In the event that mediation is unsuccessful, any unresolved controversy related to this agreement should be submitted to and settled by binding arbitration in Ellis County, Kansas in accordance with the rules of the American Arbitration Association which are in effect at the time the demand for arbitration is filed. Notwithstanding the foregoing, in the event that your account is overdue (unpaid) and there is no agreement on a payment plan, **Serenity Psychological Services and Consulting LLC** can use legal means (court, collection agency, etc.) to obtain payment. The prevailing party in arbitration or collection proceedings shall be entitled to recover a reasonable sum as and for attorney's fees. In the case of arbitration, the arbitrator will determine that sum.

**THE PROCESS OF THERAPY/EVALUATION AND SCOPE OF PRACTICE:** Participation in therapy can result in a number of benefits to you, including improving interpersonal relationships and resolution of the specific concerns that led you to seek therapy. Working toward these benefits, however, requires effort on your part. Psychotherapy requires your very active involvement, honesty, and openness in order to change your thoughts, feelings, and/or behavior. **Serenity Psychological Services and Consulting LLC** will ask for your feedback and views on your therapy, its progress, and other aspects of the therapy and will expect you to respond openly and honestly. Sometimes more than one approach can be helpful in dealing with a certain situation. During evaluation or therapy, remembering or talking about unpleasant events, feelings, or thoughts can result in you experiencing considerable discomfort or strong feelings of anger, sadness, worry, fear, etc., or experiencing anxiety, depression, insomnia, etc. **Serenity Psychological Services and Consulting LLC** may challenge some of your assumptions or perceptions or propose different ways of looking at, thinking about, or handling situations, which can cause you to feel very upset, angry, depressed, challenged, or disappointed. Attempting to resolve issues that brought you to therapy in the first place, such as personal or interpersonal relationships, may result in changes that were not originally intended. Psychotherapy may result in decisions about changing behaviors, employment, substance use, schooling,

housing, or relationships. Sometimes a decision that is positive for one family member is viewed quite negatively by another family member. Change will sometimes be easy and swift, but more often it will be slow and even frustrating. There is no guarantee that psychotherapy will yield positive or intended results. During the course of therapy, **Serenity Psychological Services and Consulting LLC** is likely to draw on various psychological approaches according, in part, to the problem that is being treated and an assessment of what will best benefit you. These approaches include, but are not limited to, behavioral, cognitive-behavioral, cognitive, psychodynamic, existential, system/family, developmental (adult, child, family), humanistic or psycho-educational. **Serenity Psychological Services and Consulting LLC provides neither custody evaluation recommendation nor medication or prescription recommendation nor legal advice, as these activities do not fall within our scope of practice.**

**TREATMENT PLANS:** Within a reasonable period of time after the initiation of treatment, **Serenity Psychological Services and Consulting LLC** will discuss with you a working understanding of the problem, treatment plan, therapeutic objectives, and view of the possible outcomes of treatment. If you have any unanswered questions about any of the procedures used in the course of your therapy, their possible risks, **Serenity Psychological Services and Consulting LLC's** expertise in employing them, or about the treatment plan, please ask and you will be answered fully. You also have the right to ask about other treatments for your condition and their risks and benefits.

**TERMINATION:** As set forth above, after the first couple of meetings, **Serenity Psychological Services and Consulting LLC** will assess if we can be of benefit to you. **Serenity Psychological Services and Consulting LLC** does not work with clients who, in our opinion, we cannot help. In such a case, if appropriate, we will give you referrals that you can contact. If at any point during psychotherapy **Serenity Psychological Services and Consulting LLC** either assesses that we are not effective in helping you reach the therapeutic goals or perceived you as non-compliant or non-responsive, and if you are available and/or it is possible and appropriate to do, we will discuss with you the termination of treatment and conduct pre-termination counseling. In such a case, if appropriate and/or necessary, we would give you a couple of referrals that may be of help to you. If you request it and authorize it in writing, **Serenity Psychological Services and Consulting LLC** will talk to the psychotherapist of your choice in order to help with the transition. If at any time you want another professional's opinion or wish to consult with another therapist, **Serenity Psychological Services and Consulting LLC** will give you a couple of referrals that you may want to contact, and if we have your written consent, we will provide her or him with the essential information needed. You have the right to terminate therapy and communication at any time. If you choose to do so, upon your request and if appropriate and possible, **Serenity Psychological Services and Consulting LLC** will provide you with names of other qualified professionals whose services you might prefer.

**DUAL RELATIONSHIPS:** Despite a popular perception, not all dual or multiple relationships are unethical or avoidable. Therapy never involves sexual or any other dual relationship that impairs objectivity, clinical judgment or can be exploitative in nature. **Serenity Psychological Services and Consulting LLC** will assess carefully before entering into non-sexual and non-exploitative dual relationships with clients. It is important to realize that in some communities, particularly small towns, military bases, university campus, etc., multiple relationships are either unavoidable or expected. **Serenity Psychological Services and Consulting LLC** will never acknowledge working with anyone without his/her written permission. Many clients have chosen **Serenity Psychological Services and Consulting LLC** because are personally aware of his/her professional work and achievements. Nevertheless, **Serenity Psychological Services and Consulting LLC** will discuss with you the often-existing complexities, potential benefits and difficulties that may be involved in dual or multiple relationships. Dual or multiple relationships can enhance trust and therapeutic



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effectiveness but can also detract from it and often it is impossible to know which ahead of time. It is your responsibility to advise **Serenity Psychological Services and Consulting LLC** if the dual or multiple relationship becomes uncomfortable for you in any way. **Serenity Psychological Services and Consulting LLC** will always listen carefully and respond to your feedback and will discontinue the dual relationship if we find it interfering with the effectiveness of the therapy or your welfare and, of course, you can do the same at any time.

**SOCIAL NETWORKING AND INTERNET SEARCHES:** We do not accept friend requests from current or former clients on social networking sites, such as Facebook. We believe that adding clients as friends on these sites and/or communicating via such sites is likely to compromise their privacy and confidentiality. For this same reason, we request that clients not communicate with us via any interactive or social networking web sites.

**CANCELLATION:** Since the scheduling of an appointment involves the reservation of time specifically for you, we require that you contact us by 3:00pm the day prior to your scheduled appointment for re-scheduling or canceling an appointment. If an appointment is cancelled after that deadline, you will be charged a fee of \$25.00 for a late cancel. If you do not call or cancel the appointment, and do not show, you will be charged \$25.00 for the missed appointment. Most insurance companies do not reimburse for missed sessions. No fee will be charged for appointments that are cancelled or rescheduled before 3:00pm the day prior to your scheduled appointment.