

APPOINTMENTS

Arrangements for counseling or psychotherapy times are made in advance between you and your therapist. An attempt will be made to give you a regular standing appointment, but appointments may vary from week to week. You will be offered an appointment card to remind you of the date and time. Sessions run for a standard time of 45 minutes, and each sessions begins at the scheduled time. Lateness will result in a loss of your time. If the therapist is delayed, he or she will take responsibility and ensure that you receive your full time.

LATE OR MISSED APPOINTMENTS

If you know you are **going to be late or will miss an appointment**, please call your therapist at (860) 354-5116 as soon as possible. The answering service is available 24-hours a day. If you are late but have not called, the therapist will wait for 10 minutes but will then be free of obligation. If the therapist is still available upon your arrival, you may have your remaining time.

You will be charged a minimum fee of \$50.00 for appointments cancelled or broken without 24-hour notice. This fee is not billable to your insurance or reimbursable by your insurance company.

PAYMENT OF FEES

The fee for service is due and payable at the time of service, unless payment arrangements have been made in advance. Payment may be made by check, cash, MC or Visa. Our standard fee is \$165 per session, which may be adjusted if necessary. At times, our fees are dictated by your insurance policy. If you have medical insurance, we will be happy to help you receive benefits. Please remember that insurance is a method of reimbursing you for fees paid and is not a substitute for payment. While the filing of insurance claims is a courtesy we extend, all charges are your responsibility from the date services are rendered.

Some managed care plans may not allow us to provide services to you once your benefits are no longer available. If this occurs and you desire further treatment, it will be your responsibility to pay directly.

You should also be aware that most insurance agreements require you to authorize us to provide a clinical diagnosis, and sometimes additional clinical information such as a treatment plan or summary, or in rare cases, a copy of the entire record. This information will become part of the insurance company's files, and, in all probability, some of it will be computerized. All insurance companies claim to keep such information confidential, but once it is in their hands, we have no control over what they do with it. In some cases they may share the information with a national medical information data bank.

CHARGES

There will be a \$25.00 charge for returned checks. Interest will be added to accounts overdue more than 60 days, at the rate of 1% per month. For clients who have terminated therapy, accounts overdue more than 30 days may be turned over to a collection agency or an attorney, in which case all collection and attorney fees will be paid by the client.

Your signature below indicates that you have read the information in this document and agree to abide by its terms during our professional relationship.

Signature

Date

Welcome to Interface. We are pleased you have chosen us and we want your experience with us to be a good one for you. We believe the following information will help achieve that.

PSYCHOLOGICAL SERVICES

Psychotherapy has both benefits and risks. Risks sometimes include experiencing uncomfortable levels of feelings like sadness, guilt, anxiety, anger and frustration, loneliness and helplessness. Psychotherapy often requires recalling unpleasant aspects of your history. Psychotherapy has also been shown to have benefits for people who undertake it. It often leads to a significant reduction of feelings of distress, and better relationships and resolutions of specific problems. But there are no guarantees about what will happen. If you have questions about our procedures, we should discuss them whenever they arise. If your doubts persist, we will be happy to help you to secure an appropriate consultation with another mental health professional.

CONTACTING US

We are usually not immediately available by telephone. While in the office, we normally will not answer the phone when with a client. When we are unavailable, messages may be left in your therapist's confidential voice mailbox. We will make every effort to return your call as soon as possible. If you are difficult to reach, please leave some times when you will be available. If you cannot reach us and feel that you cannot wait for a return call, you should call your family physician or the emergency room at the nearest hospital and ask for the psychiatrist on call.

MINORS

We will provide parents only with general information on how your treatment is proceeding, unless we feel that there is a high risk that you will seriously harm yourself or another, in which case we will notify them of concerns. Before giving them any information, we will discuss the matter with you and will do the best we can to resolve any objections you may have about what will be discussed.

CONFIDENTIALITY

In general, the confidentiality of all communications between a client and a psychotherapist is protected by law, and information about our work can only be released to others with your written permission. However, there are a number of exceptions, including the one mentioned previously, re: insurance companies.

In most judicial proceedings, you have the right to prevent a therapist from providing any information about your treatment. However, in some circumstances such as child custody proceedings or proceedings in which your emotional condition is an important element, a judge may require a therapist's testimony if he/she determines that resolution of the issues before him/her demands it.

There are some situations in which we are legally required to take action to protect others from harm, even though that requires revealing some information about a client's treatment. If we believe that a child, an elderly person, or a disabled person is being abused, we are required to file a report with the appropriate state agency. If we believe that a client is threatening serious bodily harm to another, we are required to take protective actions which may include notifying the potential victim, notifying the police, or seeking appropriate hospitalization. If a client threatens to harm himself/herself, we may be required to seek hospitalization for the client, or to contact family members or others who can help provide protection.

These situations have rarely arisen, but should such a situation occur, we will make every effort to fully discuss it with you before taking any action.

It may occasionally be helpful to consult about a case with other professionals. In these situations, every effort is made to avoid revealing the identity of the client. The consultant is, of course, also legally bound to keep the information confidential.