



THRIVE INTERVENTION COUNSELING

Counselor/Client Agreement

Welcome. This document (the Agreement) contains important information about our professional services and business policies. It also contains summary information about the Health Insurance Portability and Accountability Act (HIPAA), a federal law that provides new privacy protections and patient rights with regard to the use and disclosure of your Protected Health Information (PHI) used for the purpose of treatment, payment, and health care operation. HIPAA requires that we provide you with a Notice of Privacy Practices (the Notice) for use and disclosure of PHI for treatment, payment, and health care operations. The Notice, which you are given with this Agreement, explains HIPAA and its application to your personal health information in greater detail.

The law requires that we obtain your signature acknowledging that we have provided you with this information. Although these documents are long and sometimes complex, it is very important that you read them carefully before your treatment here. We can discuss any questions you have about the procedures during session. You may revoke this Agreement in writing at any time. That revocation will be binding on us unless we have taken action in reliance on it; if there are obligations imposed on us by your health insurer in order to substantiate claims made under your policy; or if you have not satisfied any financial obligations you have incurred.

The Counseling Process: Counseling is a cooperative learning process through which you will grow into taking enhanced control over your life and becoming more self-motivated and empowered. This process requires a commitment for you to explore the problems that brought you to counseling. At times, counseling may stir up feelings of discomfort and a realization that a loss or previously unresolved issue may contribute to your current situation. Counseling can also result in humor and fun, relief, new insights and behavior change. The greater the investment you make in counseling by expressing your feelings and opinions about the process, the more successful this endeavor will be for you. Sometimes outside “homework” is helpful such as reading, journal writing, exercising, or simply taking better care of yourself.

Confidentiality: Under the code of ethics for Licensed Professional Counselors, Licensed Clinical Social Workers and Psychologists, Protected Health Information, particularly information shared in the counseling session, is strictly confidential and will not be disclosed without your written authorization except in these situations:

- 1) When there is clear and immediate danger to you, other individuals, or society, we are required to intervene. If we believe you pose a life threatening risk to yourself or to others, we may need to notify responsible individuals for your protection. In this case, we may call your emergency contact person, a friend or relative, or summon the police to take you to a hospital for psychiatric evaluation or observation.
- 2) Child abuse reporting laws in the State of Texas require counselors to report suspected cases of child abuse to the Texas Department of Family and Protective Services (FPS). Child abuse and neglect may include physical, emotional or sexual abuse of children or the abandonment of children.
- 3) If we know that an elderly or disabled adult has been abused, neglected, exploited, or been sexually or emotionally abused, the law requires that we file a report with the



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appropriate governmental agency, usually the Texas Department of Family and Protective Services. Once such a report is filed, we may be required to provide additional information.

- 4) If you are involved in a court proceeding and a request is made for information concerning your diagnosis and treatment, we will not disclose information without your (or your legal representative's) written authorization, a subpoena or court order.
- 5) In order to receive payment from insurance companies, FPS or other agencies, we may be asked to release details about your treatment with us. When disclosing information, we will make reasonable efforts to limit the information to the minimum necessary to accomplish the intended purpose of the disclosure. If your account becomes delinquent, we may release minimal information to a collection agency in order to obtain payment.
- 6) At times, we may consult with a professional on our staff if we feel it is needed to offer the best possible service for you. During a consultation we make every effort to avoid revealing the identity of the client.
- 7) You should be aware that we employ administrative staff and utilize contract labor as a business practice. It may be necessary to share information with them related to scheduling, billing, bookkeeping and quality assurance. All of our staff or contract laborers are bound by the same rules of confidentiality and have been given training about protecting your privacy.
- 8) Clients under 14 years of age who are not emancipated should be aware that the law may allow parents to examine their treatment records unless we decide that such access is likely to be harmful to the child, or we agree otherwise. The therapeutic relationship with children is to be respected. Children need to know that they can trust their counselor and feel safe and secure in their counseling session. Because privacy in psychocounseling is often crucial to successful progress particularly with teenagers, it is often our policy to request an agreement from the parents that they consent to give up their access to their child's records. If they agree, we will provide them with general information of the child's treatment, and attendance at scheduled sessions. We will also provide parents with a summary of their child's treatment when complete. Any other communication will require the child's authorization unless we feel that the child is in danger or is a danger to someone else, in which case we will notify the parents of our concern. Before giving parents any information, we will discuss the matter with the child, if possible, and do our best to handle any objections he or she might have.
- 9) If a government agency is requesting information for health oversight activities, we are required to provide it for them.
- 10) If a client files a worker's compensation claim, we may disclose information relevant to that claim to the client's employer or insurer.
- 11) We reserve the right to use the information you reveal to us to evaluate our services and conduct research. Anonymity will be maintained.

Appointments: Appointments are usually scheduled on the hour and last fifty minutes. Counseling is a time sensitive activity and your appointment is reserved specifically for you. If you must cancel an appointment or reschedule, please call 24 hours before the appointment time. Cancellations with less than 24 hours' notice will be charged one-half your regular fee. If you fail to show up for



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your scheduled appointment without notifying us ahead of time, you will be held responsible for the full fee of the missed appointment.

Length and Termination of Counseling Sessions: The number of counseling sessions may vary depending on the type and severity of problems. Your counselor will take into account individual factors and discuss a time frame that meets your needs. Because of the importance of the therapeutic relationship between client and counselor, we encourage you to talk to your counselor if you are considering leaving counseling. The counseling process involves a growth experience. Therefore, terminating the relationship is part of that growth experience.

Fees and Payment: Your fee is based on the number of individuals participating in the counseling session. Payment is expected at the time of treatment. Fees for counseling services range from \$100 - \$150 per session. We accept payment by cash or check. Please check with your counselor about payment by credit card. If you have concerns regarding your payment, this may be discussed with your counselor.

Business Hours: Our business hours are generally from 9:00 *am* to 7:00 *pm* Monday through Friday. However, hours may vary according to each counselor. We have voicemail available to you anytime. If you leave a message after hours or on weekends, it will likely be the next business day before we are able to return your call. However, if you feel that you need immediate assistance after-hours, you should contact 9-1-1, contact your primary care physician or go to the nearest emergency room.

Procedures Regarding Legal Proceedings: Any attorneys requiring confidential information on clients will be billed for the information released, the time required to compile the information and any materials or postage necessary. The attorneys will also be billed for all court costs incurred. This will include preparation time, actual court appearance, and travel time. (A minimum of three hours will be billed for the court appearance and travel time.). The sliding fee scale does not apply when Legal Proceedings are involved. In the event that the attorneys fail to pay for these services, the balance due will be the responsibility of the person or persons signing this Agreement.

Patient Rights: HIPAA provides you with new or expanded rights with regard to your Clinical Record and disclosure of Protected Health Information. These include requesting that we amend your record; requesting restrictions on what information from your Protected Health Information that you have neither consented to nor authorized, determining the location to which protected disclosures are sent; having any complaints you make about our policies and procedures recorded in your records; and the right to a copy of this Agreement and the Notice of Policies and Practices to Protect the Privacy of Your Health Information form.



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IF YOU HAVE ANY QUESTIONS ABOUT THIS AGREEMENT, PLEASE ASK YOUR COUNSELOR. YOUR SIGNATURE BELOW INDICATES THAT YOU HAVE READ THIS AGREEMENT AND AGREE TO ITS TERMS AND ALSO SERVES AS AN ACKNOWLEDGEMENT THAT YOU HAVE RECEIVED THE HIPAA NOTICE FORM DESCRIBED ABOVE.

1st Client Signature

Date

2nd Client Signature

Date

Raschunda Aubrey, M.A., LPC

Date