

Agreement for Psychotherapy Services and Office Policies

Terri Haley, Licensed Marriage, Family & Child Therapist

Individual, couple, Family & Adolescent
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Dear Client,

I am happy to be working with you and helping you to grow emotionally and spiritually. In order to understand the business aspects of our therapy process, please read the following and initial. Throughout this document, "I" refers to Terri Haley, and "you" refers to the client. We can discuss any questions you may have.

Confidentiality

Everything that is communicated between the client and therapist is confidential. The fact that you are a client of mine is confidential. Information will not be revealed or released to anyone without your written consent with the following exceptions required by law:

1. I suspect physical or sexual abuse of a child under the age of 18.
2. I suspect abuse of an elderly person over age 65 or a dependent adult.
3. Information regarding intent to kill or seriously harm an identifiable person.
4. I believe you are at serious risk to physically harm yourself or attempt suicide.
5. I receive a court order.
6. You are under the age of 16 and are the victim of a crime.
7. You are seeking treatment to avoid detection or apprehension, or for the purpose of enabling anyone to commit a crime.
8. You file suit against me or Christian Counseling Associates for breach of duty.
9. You fail to make appropriate payments and I decide to refer your payment record to a collection agency.

Initial_____

Payment for Services

The fee for a typical 50minute session is \$140.00 for individual and adolescent therapy. The fee for an hour session (60mins) is \$155.00 and this can be used for an individual, couple or family therapy appointment. There may be a slight increase in price at the beginning of a new year. You can also block out an extended session for a longer appointment (3-4hours) which is common for couples and families or an individual doing more intensive work.

There are a few sliding scale sessions available at times that are based on financial hardship. If you are paying by check I prefer you have it written out prior to our session so we can use the full time in session to discuss your needs. If someone is paying for your therapy (a third party) then I prefer that they pay you and then you pay me.

You are expected to pay the full amount at the time services are rendered for each session. Clients are responsible for payment regardless of payment made by the insurance company. I do not bill insurance however, upon request I can fill out a receipt for your insurance company with appropriate codes that you can file. I can also fill out any clinical forms for insurance that are

needed. Reimbursement insurance checks should be made out to you and come directly to you. If needed, we will take care of receipts a few minutes before your appointment ends. Testifying for subpoenas, court cases and consulting with attorneys are charged at a higher rate. Any contact initiated by you such as crisis calls over ten minutes or contact with psychiatrists, attorneys or other professionals can be billed at the same rate as sessions if frequent. Please feel free to discuss any of this information or the fees with me.

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Appointments

At the end of each session, in most cases verification for your next week time slot will occur in the case of standing appointments. If for some reason we did not book your next appointment you can schedule this through a business email or by leaving us a phone message. You can contact Matters of the Heart Resources and our Administrative Manager/Intake Coordinator will schedule your confidential appointment. You can reach her by email or phone. Emails are used only for business issues. Clinical questions or issues are best to bring up in session. Any emails are confidential and considered by law as legal documents. Text messages are not used for business or clinical purposes.

If you are unable to keep your appointment or need to reschedule/ please call at least 24 hours in advance and you will not be charged for your appointment. This will give you at least one full week to cancel until the last 24 hours. It will be difficult to fill your spot after the 24 hour time limit.

Sessions are 50 minutes, 1 hour, 1.5 hours & 2 hours. Extended sessions for 3-4hrs. can also be scheduled for more intensive work. Weekend intensives for 2-4 days are available upon request with both Allen Haley and myself. Please request additional information if you are interested in a marriage or family intensive. You also can find more information on the Matters of the Heart Resources Website.

Phone calls in between sessions may arise from time to time. Infrequent phone calls up to 10 minutes will not be charged. Phone calls in between sessions over 10 minutes will be charged session rates. You may always feel free to leave me a message of any length on my confidential voicemail.

Initial_____

Administrative Assistant

Due to the size of my practice I have an Administrative Manager who helps me with the large number of emails, phone calls and correspondence. The Administrative Assistant communicates with me regarding appointments, requests, etc. They are very aware of the confidential nature of my practice and their position. However, I do want you to be informed that they will be receiving intakes on the phone and through email so that you disclose only what you feel comfortable sharing.

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Emergencies

In the case of an emergency please call Public Emergency Services at 911. Or call the Sonoma County Crisis Line at (707) 576-8181.

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Benefits & Risks of Therapy

The process of psychotherapy can be extremely powerful, healing and bring changes within yourself and in your relationships. Psychotherapy is a process in which we discuss a myriad of issues, events, experiences and memories for the purpose of creating positive change so you can experience your life & relationships more fully. It provides an opportunity for you to more deeply understand yourself, as well as, any difficulties you may be experiencing. Some of the benefits may be reduced stress & anxiety, a decrease in negative thoughts & self-sabotaging behaviors, improved interpersonal relationships, increased comfort in social, work, and family settings, increased capacity for intimacy, decreased depression & increased self-confidence.

Despite the growth and many benefits of therapy, there are also risks. These risks include, but are not limited to: emotional distress, the worsening of symptoms prior to achieving your goals as you may uncover old hurts and underlying dynamics. The overall objective for therapy is always the successful resolution of the problem and to bring healing.

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Dual Relationships

Business and social relationships between therapist and clients, outside of the therapy setting, are usually unethical. If our paths cross in a mutual community event we can discuss how to handle this situation in session. Sexual relationships between the therapist and client, under any circumstances, are unethical, unacceptable and illegal.

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Social Media Policy

To protect privacy and confidentiality clients are not accepted on social media such as Face Book or Linked In. This includes texting clients. This is not personal in any way, just an ethical and business decision to keep the boundaries clear. Followings on Twitter or blogs on the Matters of the Heart website are okay as posts would be for educational purposes.

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Consultation

On some occasions, I will consult with other professionals regarding my clients; however, the client's name and other identifying information is kept strictly confidential. The client's identity remains completely anonymous and confidentiality is fully maintained.

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Progress

The process of psychotherapy can be extremely helpful and healing. However, therapy is a joint effort. Progress depends on many factors including motivation, effort, engaging in session and other life circumstances such as interactions with family, friends and other associates. Results cannot be guaranteed. Despite the growth and many benefits of therapy, there are also risks. These risks include, but are not limited to: emotional distress, the worsening of symptoms prior to achieving your goals as you may uncover old hurts and underlying dynamics, the possibility that treatment might not be effective, etc. You have a right to terminate services at any point.

Initial____

LMFT

I am a California Licensed Marriage, Family, Child Psychotherapist (LMFT). The emphasis of my license is directed at helping people achieve more adequate, satisfying and productive lives and relationships. My license allows me to provide counseling and psychotherapy for a non-medical nature with individuals of all ages, families and groups. There may be issues that arise that will require me to refer you to another helping professional. These include, but are not limited to: problems outside the scope of my license, problems with which I have little or no experience, and conflicts of interest. In addition, it is important that you know that there may be other, less-costly alternatives to coming to see an MFT, such as self-help books, peer support groups, and pastoral counseling. If we work together I will refer you also to some of these other resources. Therapy can last anywhere from one session to many sessions over many years.

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Independent Practice

I have an independent private practice, and Christian Counseling Associates are Christian psychotherapists who each have their own private practice. We each are sole proprietors. We are not a partnership or formal organization, and if one of us becomes involved in a legal action the others are not accountable or responsible and may not be named in such lawsuits unless directly involved in the case.

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Mediation and 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 between you and me. The cost of such mediation, if any, shall be split equally, unless otherwise agreed in writing. In the event that mediation is unsuccessful, any unresolved controversy related to this agreement shall be submitted to and settled by binding arbitration in Sonoma County, CA in accordance with the rules of the American Arbitration Association which is in effect at the time the demand for arbitration is filed.

Initial____

I am looking forward to getting to know you and working together. If at any time in our therapeutic process you have any concerns or questions, please feel free to bring these into our times together for discussion.

Sincerely,

Terri Haley, LMFT

Clients Information

Name (print)

_____ Age _____ D.O.B. _____

_____ Age _____ D.O.B. _____

Address _____ City _____

State _____ Zip _____ Referral source _____

Home Phone _____ Cell _____

Email Address _____

Signature

Date

Signature
(Parent's Signature if client is under 18)

Date