



***New Client Registration (PLEASE PRINT CLEARLY)***

Therapist: \_\_\_\_\_ Date of First Appointment: \_\_\_\_\_

Patient Name(s): \_\_\_\_\_

Male or Female Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_ SSN: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: (Home): \_\_\_\_\_ May we leave a message? Yes or No (Circle One)

Phone: (Work): \_\_\_\_\_ May we leave a message? Yes or No (Circle One)

Phone (Cell): \_\_\_\_\_ May we leave a message? Yes or No (Circle One)

Phone: (Other): \_\_\_\_\_ May we leave a message? Yes or No (Circle One)

Email Address: \_\_\_\_\_

May we contact you via email? Yes or No

Name of Person Responsible for Payment: \_\_\_\_\_

Address (if different from above):  
\_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Do you have insurance to cover Mental Health Services? Yes or No (Circle One)

Insurance Company: \_\_\_\_\_

Policy Number: \_\_\_\_\_ Group Number: \_\_\_\_\_

**Regardless of insurance coverage, if your account has a balance you are personally responsible for timely payment. Statements will be mailed to your home on a monthly basis.**

Signature \_\_\_\_\_ Date: \_\_\_\_\_



## OFFICE POLICIES & GENERAL INFORMATION AGREEMENT TO PROVIDE PSYCHOTHERAPY SERVICES

**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 (client's) written permission, except where disclosure is required by law.

**When Disclosure Is Required By Law:** Some of the circumstances where disclosure is required by the 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. If your psychologist or counselor becomes concerned about your personal safety, the possibility of you injuring someone else, or about you receiving proper psychiatric care, he will do whatever 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.

**Health Insurance:** Disclosure of confidential information may be required by your health insurance carrier or HMO/PPO/MCO/EAP in order to process the claims. Only the minimum necessary information will be communicated to the carrier. Your psychologist or counselor has no control or knowledge over what insurance companies do with the information he submits or who has access to this information.

**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 (client) nor your attorney, nor anyone else acting on your behalf will call on your psychologist or counselor to testify in court or at any other proceeding, nor will a disclosure of the psychotherapy records be requested.

**Consultation:** Your psychologist or counselor consults regularly with other professionals regarding his clients; however, client's name or other identifying information are never mentioned. The client's identity remains completely anonymous, and confidentiality is fully maintained.

**Your Right to Review Records:** 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 your psychologist or counselor assesses that releasing such information might be harmful in any way. In such a case, your psychologist or counselor will provide the records to an appropriate and legitimate mental health professional of your choice.

**TELEPHONE & EMERGENCY PROCEDURES:** If you need to contact your psychologist or counselor between sessions, please leave a message with the office staff or on the voicemail at (321) 259-1662 and your call will be returned as soon as possible. Your psychologist or counselor picks up messages periodically throughout the day. If an emergency situation arises, please indicate it clearly in your message. If the emergency is life-threatening, please call 911 or go to your local emergency room.

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\*Considering all of the above exclusions, if it is still appropriate, upon your request, your psychologist or counselor will release information to any agency/person you specify unless your psychologist or counselor assess that releasing such information might be harmful in any way.

**PAYMENTS & INSURANCE REIMBURSEMENTS:** Each session is 1 clinical hr. This consist of 45 minutes of therapy and 15 minutes for notes, assigning homework, paperwork, case management, and payment. Clients are expected to pay the standard fee of \$125 for Masters level therapists and \$150 for a Doctoral level therapist, per 45 minute session at the end of each session. Off-site meetings are established at \$150 an hr. Telephone conversations, site visits, report writing and reading, consultation with other professionals, release of information, reading records, longer sessions, travel time, etc. will be charged at the same rate, unless indicated and agreed otherwise. Please notify your psychologist or counselor if any problem arises 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 company. Not all issues/conditions/problems which are the focus of psychotherapy are reimbursed by insurance companies. It is your responsibility to verify the specifics of your coverage.

**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 your psychologist or counselor and client(s). The cost of such mediation, if any, shall be split equally, unless otherwise agreed. In the event that mediation is unsuccessful, any unresolved controversy related to this agreement shall be submitted to and settled by binding arbitration in Brevard County, Florida in accordance with the rules of the for attorney's fees. In the case of arbitration, that sum will be determined by the arbitrator.

**THE PROCESS OF THERAPY/EVALUATION:** 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. Your psychologist or counselor 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. 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... Your psychologist or counselor 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, your psychologist or counselor is likely to draw on various psychological approaches according, in part, to the problem that is being treated and his assessment of what will best benefit you. These approaches include behavioral, cognitive- behavioral, psychodynamic, existential, system/family, developmental (adult, child, family), or psycho-educational.

**Discussion of Treatment Plan:** Within a reasonable period of time after the initiation of treatment, your

psychologist or counselor will discuss with you (client) his/her working understanding of the problem, treatment plan, therapeutic objectives and his/her 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, your psychologist or counselor'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. If you could benefit from any treatment that your psychologist or counselor does not provide, he/she has an ethical obligation to assist you in obtaining those treatments.

**Termination:** As set forth above, after the first couple of meetings, your psychologist or counselor will assess if he can be of benefit to you. Your psychologist or counselor does not accept clients who, in his opinion, he cannot help. In such a case, he will give you a number of referrals whom you can contact. If at any point during psychotherapy your psychologist or counselor assesses that he is not effective in helping you reach the therapeutic goals, he is obligated to discuss it with you and, if appropriate, to terminate treatment. In such a case, he would give you a number of referrals which may be of help to you. If you request it and authorize it in writing, your psychologist or counselor 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, your psychologist or counselor will assist you in finding someone qualified, and if he has your written consent, he will provide her or him with the essential information needed. You have the right to terminate therapy at any time. If you choose to do so, your psychologist or counselor will offer to provide you with names of other qualified professionals whose services you might prefer.

**Dual Relationships:** Therapy never involves sexual or business relationships or any other dual relationship that impairs your psychologist or counselor's objectivity, clinical judgment, therapeutic effectiveness or can be exploitative in nature.

**Electronic Communication:** If you choose, during the course of treatment, to communicate by email, text message (e.g. "SMS") or other electronic methods of communication. Be informed that these methods, in their typical form, are not confidential means of communication. If you use these methods to communicate with your therapist, there is a chance that a third party may be able to intercept and eavesdrop on those messages. The kinds of parties that may intercept these messages include, but are not limited to:

- People in your home or other environments who can access your phone, computer, or other devices that you use to read and write messages
- Your employer, if you use your work email to communicate with your therapist
- Third parties on the Internet such as server administrators and others who monitor Internet traffic

**CANCELLATION:** Since scheduling of an appointment involves the reservation of time specifically for you, a **minimum of 24 hours** (1 day) notice is required for re-scheduling or canceling an appointment. Unless we reach a different agreement, the full fee will be charged for sessions missed without such notification. Most insurance companies do not reimburse for missed sessions.

I HAVE READ THE ABOVE OFFICE POLICIES AND GENERAL INFORMATION AGREEMENT CAREFULLY, I UNDERSTAND THEM AND AGREE TO COMPLY WITH THEM:

\_\_\_\_\_  
Client Name (print)                      Date Client Signature

\_\_\_\_\_  
Client Name (print)                      Date Client Signature

## **NOTICE OF PRIVACY PRACTICES EFFECTIVE JULY 15, 2004**

Privacy is a very important concern for all consumers as they choose a healthcare provider. It is also a complicated issue because of federal and state laws governing the practice of psychology and the professional ethics that govern the practice of all psychologists and counselors at the CALM in the Storm INC. In an effort to clarify your rights as a consumer of healthcare, the CALM in the Storm INC has developed the following privacy statement in accordance with HIPAA (Health Insurance Portability and Accountability Act) requirements and guidelines. This statement will outline how the CALM in the Storm INC handles your personal information and how we share your personal information with other professionals and organizations. If you have any questions about our privacy practices, please don't hesitate to ask your counselor for more precise details.

### **MEDICAL INFORMATION**

Each time you visit a healthcare facility or provider, information is collected about you and your physical or mental health. It may be information about your past, present, or future health or about the treatment or services you received from a healthcare provider. Health information also includes billing and payment data. This healthcare information is called Protected Health Information, or PHI. Your PHI is considered a part of your medical or healthcare record and is stored on site in a file at the CALM in the Storm INC. Protected Health Information included in your CALM in the Storm INC file likely includes:

- Relevant history
- Presenting problems
- Diagnosis
- Treatment plan
- Progress notes
- Records from other providers
- Psychological testing raw data and final reports · Information about medications
- Legal matters
- Billing and insurance information

Protected Health Information is used for many reasons, including:

- Treatment planning
- Treatment evaluation
- Coordination of care with other providers · Insurance billing

### **PRIVACY AND THE LAW**

HIPAA laws require the CALM in the Storm INC to keep your PHI private and to provide you with notice of the legal duties and policies of this clinic (Notice of Privacy Practices). The guidelines outlined in this notice are subject to change. In the event of a change in policy, the new guidelines will apply to all PHI stored at the CALM in the Storm INC. The new guidelines will also be posted in our offices and available upon request.

### **HOW YOUR INFORMATION IS USED AND SHARED**

Protected Health Information is disclosed by the CALM in the Storm INC to other professionals for the purposes of treatment, payment, and health care operations.

- Treatment - PHI is used to provide clients with psychological treatment or services. These services might include individual therapy, group therapy, family therapy, psychological testing, education, or treatment planning. Your PHI will be disclosed to other professionals for the purpose of treatment only if a release of information is signed. For example, if a client would like their counselor to speak with their general practitioner about medication, they would be required to sign the necessary release of information. Otherwise, the client's personal health information would not be released to the general practitioner. On occasion, your counselor might secure a consultation from another provider about your treatment plan. In these situations, your counselor will not disclose any identifying information about you to the other provider.
- Payment - PHI is also used to secure payment from insurance companies for services rendered. Information typically shared with insurance companies might include: diagnosis, treatment plan, dates of services rendered, and client progress.
- Health Care Operations - PHI is used to enable the offices of the CALM in the Storm INC to conduct standard and customary business practices. For instance, your information might be used and disclosed by office personnel for the purpose of appointment setting or reminders. Occasionally, the CALM in the Storm INC contracts with other business associates that help us conduct our business. These business associates might answer phones, complete billing, etc. To protect your privacy, all business associates have agreed in contract to safeguard your personal health information.



**RELEASE OF INFORMATION WITH CONSENT**

When a client requests that the CALM in the Storm INC share information with others for any purpose other than treatment, payment, or health care operations, they are required to sign a release of information form that includes the other party's name, address, phone number, and the nature of the information to be disclosed. Releases of Information may be revoked (cancelled) at any time.

**RELEASE OF INFORMATION WITHOUT CONSENT**

There are times when the CALM in the Storm INC will disclose your personal health information without your consent or authorization.

- When required by law to report suspected child abuse
- When you are involved in a legal proceeding or lawsuit and your counselor received a subpoena, discovery request, or other lawful process. In these situations, your counselor will only release information after they attempt to contact you about the request, consult with your lawyer, or attempt to obtain a court order to protect the information requested.
- When government agencies request proof that the CALM in the Storm INC are HIPAA compliant.
- To prevent a serious threat to your health or safety (including suicide) or to the safety of some other person(s).

In the event that personal health information is disclosed without your consent, the CALM in the Storm INC keeps records of the specific information released, the recipient of your PHI, and the date it was released.

**QUESTIONS OR PROBLEMS**

For more information about the privacy practices of CALM in the Storm INC, please contact your counselor or psychologist. If you have a grievance about how this office handled your private information, please don't hesitate to contact the office personnel or your counselor. You have the right to file a complaint with the Secretary of the Federal Department of Health and Human Services. Please be assured that if you have a grievance or file a complaint about our policies, this will in no way limit your care at the CALM in the Storm INC.

**CONSENT: I HAVE READ AND UNDERSTAND THE NOTICE OF PRIVACY PRACTICES OF THE CALM IN THE STORM INC**

\_\_\_\_\_  
Client Name (print)                      Date Client Signature

\_\_\_\_\_  
Client Name (print)                      Date Client Signature