

Caring Hearts Professional Counseling Services, LLC



Outpatient Services Agreement

This document contains valuable information about our professional services and business policies. Please read it carefully and write down any questions you might have so that they can be discussed at the next session. When you sign this document, it will represent an agreement between us.

SERVICES

Psychotherapy is not easily described in general statements. It varies depending on the personalities of the therapist and patient, and the problems you bring forward. There are many different methods I may use to deal with the problems that you hope to address. Psychotherapy is not like a medical doctor's visit. Instead, it calls for a very active effort on your part. For the therapy to be most successful, you will have to work on things we talk about both during our sessions and at home.

Psychotherapy can have benefits and risks. Since therapy often involves discussing unpleasant aspects of your life, you may experience uncomfortable feelings like sadness, guilt, anger, frustration, loneliness, and helplessness. On the other hand, psychotherapy has also been shown to have benefits for people who go through it. Therapy often leads to better relationships, solutions to specific problems, and significant reductions in feelings of distress. But there are no guarantees of what you will experience.

Our first few sessions will involve an evaluation of your needs. By the end of the evaluation, we will be able to offer you some first impressions of what our work will include and a treatment plan to follow if you decide to continue with therapy. You should evaluate this information along with your own opinions of whether you feel comfortable working with us. 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 set up a meeting with another mental health professional for a second opinion.

MEETINGS

Caring Hearts Professional Counseling Services, LLC normally conducts an evaluation that will last from 2 to 4 sessions. If psychotherapy is begun, we will usually schedule sessions per week at a time we agree on, although some sessions may be longer or more frequent.

PROFESSIONAL FEES

If you become involved in legal proceedings that requires any therapist's participation, you will be expected to pay for the professional time, even if a therapist is called to testify by another party. Because of the difficulty of legal involvement, Caring Hearts Professional Counseling Services, LLC charges \$100 per hour for preparation and attendance at any legal proceeding.

BILLING AND PAYMENTS

Caring Hearts Professional Counseling Services, LLC now accepts SoonerCare, BlueCross BlueShield, Aetna, Cigna, Health Choice and most Market Place Insurance Plans. Payment schedules for other professional services will be agreed to when they are requested. In circumstances of unusual financial hardship, Caring Hearts Professional Counseling Services, LLC may be willing to negotiate a fee adjustment or payment installment plan.

If your account has not been paid for more than 60 days and arrangements for payment have not been agreed upon, Caring Hearts Professional Counseling Services, LLC reserves the option of using legal means to secure the payment. This may involve hiring a collection agency or going through small claims court. [If such legal action is necessary, its costs will be included in the claim.] In most collection situations, the only information Caring Hearts Professional Counseling Services, LLC releases regarding a patient's treatment is his/her name, the nature of services provided, and the amount due.

INSURANCE REIMBURSEMENT

It is very important that you find out exactly what mental health services your insurance policy covers. You should carefully read the section in your insurance coverage booklet that describes mental health services. If you have questions about the coverage, call your plan administrator. Of course, Caring Hearts Professional Counseling Services, LLC will provide you with whatever information we can base on our experience and will be happy to help you in understanding the information you receive from your insurance company. If it is necessary to clear confusion, Caring Hearts Professional Counseling Services, LLC will be willing to call the company on your behalf. While a lot can be accomplished in short-term therapy, some patients feel that they need more services after insurance benefits end. SoonerCare and other managed care agencies will not allow me to provide services to you once your benefits end. If this is the case, we will do our best to aid in finding another provider who will help you continue your psychotherapy.

You should also be aware that most insurance companies require you to authorize Caring Hearts Professional Counseling Services, LLC to provide them with a clinical diagnosis. Often, agencies are required to provide additional clinical information such as treatment plans or summaries, or copies of the entire record (in rare cases). This information will become part of the insurance company files and will probably be stored in a computer. Though all insurance companies claim to keep such information confidential, Caring Hearts Professional Counseling Services, LLC has no control over what they do with it once it is in their hands. In some cases, they may share the information with a national medical information databank. We will provide you with a copy of any report submitted, if you request it. Once we have all the information about your insurance coverage, we will discuss what we can expect to accomplish with the benefits that are available and what will happen if they run out before you feel ready to end our sessions. It is important to remember that you always have the right to pay for services yourself to avoid the problems described above [unless prohibited by contract].

CONTACTING Caring Hearts Professional Counseling Services, LLC

Caring Hearts Professional Counseling Services, LLC office hours are between 9:00 AM and 6:00 PM Monday through Friday and by appointment. Caring Hearts Professional Counseling Services, LLC will make every effort to return your call on the same day you make it, except for Sundays and holidays, unless a crisis arises. If you are difficult to reach, please inform the office of sometimes when you will be available. In the case of emergencies, you can call 918- 409-9763 and leave a message. If you are unable to reach anyone and feel that you can't wait for someone to return your call, contact your family physician or the nearest emergency room and ask for the psychologist [psychiatrist] on call. A copy of emergency agencies and emergency contacts is available upon admission to the agency, posted in each office, and available upon request.

USE OF ELECTRONIC MAIL (EMAIL)

Please be aware that email is not a form of therapy and does not replace a face to face therapy session. Emails may not be private or confidential, if you wish to communicate with me, Caring Hearts Professional Counseling Services, LLC prefers you to schedule an in-office appointment.

PROFESSIONAL RECORDS

The laws and standards of our profession require that we keep treatment records. You are entitled to receive a copy of the records unless the executive director believes that seeing them would be emotionally damaging, in which case Caring Hearts Professional Counseling Services, LLC will be happy to send them to a mental health professional of your choice. Because these are professional records, they can be misinterpreted and/or upsetting to untrained readers. We recommend that you review all documents in the presence of a therapist so that we can discuss the contents. Patients will be charged an appropriate fee for any time spent in preparing information requests.

MINORS

If you are under eighteen years of age, please be aware that the law may provide your parents the right to examine your treatment records. It is Caring Hearts Professional Counseling Services, LLC policy to request an agreement from parents that they agree to give up access to your records. If they agree, Caring Hearts Professional Counseling Services, LLC will provide them only with general information about sessions rendered; unless Caring Hearts Professional Counseling Services, LLC feels there is an elevated risk that you will seriously harm yourself or someone else. In this case, Caring Hearts Professional Counseling Services, LLC will notify them of the concern. Caring Hearts Professional Counseling Services, LLC will also provide them with a summary of your treatment when it is complete. Before giving them any information, a Caring Hearts Professional Counseling Services, LLC representative will discuss the matter with you, if possible, and do our best to handle any objections you may have with what we are prepared to discuss. At the end of your treatment, Caring Hearts Professional Counseling Services, LLC can/will prepare a summary of therapy progress for the legal guardians, and the summary will be discussed before received.

CONFIDENTIALITY

In general, the privacy of all communications between a patient and a therapist is protected by law, and I can only release information about our work to others with your written permission. But there are a few exceptions.

In most legal proceedings, you have the right to prevent me from providing any information about your treatment. In some proceedings involving child custody and those in which your emotional condition is a critical issue, a judge may order my testimony if he/she determines that the issues demand it. However, the information we provide can only be facts and not clinical opinion.

There are some situations in which Caring Hearts Professional Counseling Services, LLC is legally obligated to act to protect others from harm, even if Caring Hearts Professional Counseling Services, LLC must reveal some information about a patient’s treatment. For example, if Caring Hearts Professional Counseling Services, LLC believes that a child, elderly person, or disabled person is being abused, Caring Hearts Professional Counseling Services, LLC is legally obligated to file a report with the appropriate state agency.

If Caring Hearts Professional Counseling Services, LLC believes that a patient is threatening serious bodily harm to another, Caring Hearts Professional Counseling Services, LLC is required to take protective actions. These actions may include notifying the potential victim, contacting the police, or seeking hospitalization for the patient. If the patient threatens to harm himself/herself, Caring Hearts Professional Counseling Services, LLC is obligated to seek hospitalization for him/her or to contact family members or others who can help provide protection. These situations have rarely occurred in our practice. If a comparable situation occurs, Caring Hearts Professional Counseling Services, LLC will make every effort to fully discuss it with you before taking any action.

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

Client Name *(Please Print)*: _____

Client Signature: _____ Date: _____

Parent/Guardian *(If Applicable)*: _____ Date: _____

Staff/Clinician Signature: _____ Date: _____