

CLIENT'S RIGHTS AND INFORMATION

When you come in for counseling, you are buying a service. Therefore, you need information to make a good decision. Below is general information about the counseling practice. You are entitled to ask about any question, at any time. If you do not understand the answers please feel free to ask again.

I. Payment of Fees:

The fee for the initial session is \$175.00. Any and all subsequent sessions are \$125.00. The length of the session is 45 minutes.

Fees are collected at the time services are rendered.

II. Insurance

We will provide you with the necessary documentation so that you may file for insurance reimbursement upon request.

III. Records and Confidentiality

All of your communication becomes part of the clinical record, which is accessible to you in request. Everything will be kept confidential that is communicated, with the following exceptions: a) you direct or give permission to tell someone else; b) your therapist determines that you are in danger to yourself or others; c) your therapist is ordered by the courts to disclose information; d) your therapist becomes aware of child abuse, elder abuse, or sexual impropriety by a doctor, minister, professional counselor, etc.

IV About Counseling: Counseling is a process that helps individuals, couples, and families identify pathways for achieving these goals. Counselors are trained to assist patients in changing troublesome and problem causing thoughts, feelings, behaviors, and relationships. Experience and research shows that patients who actively work on their problems both in counseling sessions and outside, and take responsibility for changing their own thoughts and behaviors are more likely to achieve their goals and receive more benefit from counseling than those who do not. As a client you have the right to refuse to participate in treatment or to terminate treatment at your discretion.

V. This office uses a voice mail system in order to provide 24-hour access.

VI. **NO SHOW POLICY** Please be aware and understand that failure to call 24-hours in advance for cancellation of an appointment will result in your being billed the full charge for that appointment. Please be considerate of others who may need help as well.

Any person wishing to make a complaint concerning an ethical, legal, or personal right violation may do so by contacting the Texas State Board of Examiners of Professional Counselors or the Texas LPC Board Phone is 512-834-6658, LMFT Board Phone is 800-942-5540, or to the Professional Licensing and Credentialing Division which is 800-832-9623.