



Mindset Behavioral Health, PLLC
Professional Counseling

PRACTICE POLICIES

I hereby give my consent to utilizing the services provided by Mindset Behavioral Health. I am aware that my therapist is licensed as a professional counselor in the state of Oklahoma. As a client utilizing the services of a counselor, I understand that I have a right to ask any questions I may have about the process, methods, duration, and goals of counseling; the right to discuss any concerns I may have about my progress in counseling; and, the right to terminate counseling if I feel I am not making progress.

Confidentiality and Exceptions:

We firmly believe in our clients right to privacy. With few exceptions, information about you will be strictly confidential and will be released only when you have given your written permission. Due to legal and ethical restrictions, the only exceptions to strict confidentiality are:

1. If we suspect physical or sexual abuse, or neglect of a child.
2. If we suspect physical or sexual abuse, or neglect of an incapacitated adult.
3. If we are concerned that a client is in serious danger of suicidality or harming themself.
4. If we are concerned that a client is in serious danger of harming others.
5. If court-ordered, certain information may have to be released.
6. If you give written permission to release information to a specific person or organization.
7. If a medical emergency occurs while you are at our facility.

Informed Consent Services provided by psychotherapy carry certain benefits, risks, and limits such as those described below:

BENEFITS

The benefits from counseling may be that problem areas which have interfered with your personal functioning and/or your relationships with others can be resolved or lessened, so that you will be better able to handle or cope with personal responsibilities and social relationships. Therefore, you may experience greater satisfaction from your daily life and interactions with others. Another possible benefit may be a better understanding of your own motives, values, and goals. This may lead to greater maturity and growth as a person.

RISK

Counseling may involve the risk of remembering and disclosing unpleasant events, and can arouse intense feelings of anxiety, depression, frustration, loneliness, and helplessness.

MEDICAL LIMITS

This is not a crisis or emergency services clinic. If you experience a crisis or emergency, please contact the Police Department or the emergency room for emergency services. We are not physicians and cannot prescribe or provide you with medication, or perform any medical procedures. If medical treatment is indicated, we can recommend a physician for you, or you may choose any physician whom you wish to see.

CONSULTATION/SUPERVISION

While information will not be released to outside persons or agencies without your permission, as professionals, we may confer with each other about specific cases. Confidentiality binds each professional according to the

ethical codes of the American Counseling Association (ACA) and/or the American Psychological Association (APA).

TERMINATION/REFERRAL

Should it appear that our services may not or will not be appropriate for you, we will discuss this with you, will make appropriate referrals for you, and end services with you.

LIMITS OF THE THERAPY RELATIONSHIP

Because of the nature of therapy, our relationship must be different from most relationships. Our relationship must be limited to that of therapist and client only. If we interact in any other ways, it would be a dual relationship. The different therapy professions have rules against such relationships to protect us both. Dual relationships, like the ones listed, would not be in your best interest and are illegal: 1) We cannot be your supervisor or friend, 2) We cannot employ you, borrow from you, or trade or barter your services (things like tutoring, repairing, legal advice, dentistry, etc.), 3) We cannot give legal, medical, financial, or any other type of professional advice, and 4) We cannot have any kind of romantic or sexual relationship with a former or current client.

APPOINTMENTS

The standard meeting time for psychotherapy is 50 minutes. It is up to you, however, to determine the length of time of your sessions. Requests to change the 50-60 minute session needs to be discussed with the therapist in order for time to be scheduled in advance.

ELECTRONIC COMMUNICATION

We cannot ensure the confidentiality of any form of communication through electronic media, including text messages. If you prefer to communicate via email or text messaging for issues regarding scheduling or cancellations, we will do so. While we may try to return messages in a timely manner, we cannot guarantee immediate response and request that you do not use these methods of communication to discuss therapeutic content and/or request assistance for emergencies. The office staff will communicate via text or email on scheduling or billing issues only.

MINORS

If you are a minor, your parents may be legally entitled to some information about your therapy. We will discuss with you and your parents what information is appropriate for them to receive and which issues are more appropriately kept confidential.

TERMINATING TREATMENT

You normally will be the one who decides when therapy will end, with some exceptions:

- If, in your therapist's judgement, the treatment you require falls outside their scope of expertise. If this occurs, your therapist will discuss this with you and refer you to another therapist who may meet your needs.
- If you are unable to adhere to our cancellation policy.
- If you are unable to adhere to our financial policy or fail to make payments in a timely manner.
- Consistent lack of participation in therapy services.
- If you do violence to, threaten (verbally or physically), harass any Mindset Behavioral Health personnel or their families, or damage or destroy the property of any of the above-mentioned persons, Mindset Behavioral Health may terminate you unilaterally and immediately from treatment.

If you are terminated from treatment, your clinician will provide you with a referral to another provider.

CONSULTATION/LETTER WRITING OUTSIDE OF OFFICE VISITS

Mindset Behavioral Health therapists charge a fee of \$75 per every 30 minutes of phone consultation and \$100

per letter writing (not court-related) provided to individuals involved in client care for whom appropriate releases are on file. Additionally, phone consultations with clients or client's parents/guardians will be charged the same rate and should be limited to urgent, non-emergency situations that cannot wait until the next scheduled appointment. As such, you are welcome to email the office or your therapist directly or leave a message for your therapist with office staff. Please be aware, however, that your therapist may or may not be able to call you back. Any message left is considered non-emergent and will be discussed at your next session. If your therapist is able to respond, it is subject to billing as outlined above. Should an emergency occur, please follow the emergency procedures outlined below. Additionally, a fee of \$150 per hour will be charged for school consultations, including but not limited to classroom visitation and observation and IEP attendance. Please make sure to discuss appropriate reasons for a phone or school consultation with your individual therapist in order to ensure that your needs can be met appropriately.

COURT APPEARANCES AND COMMUNICATION

Court appearances, letters, and other paperwork:

Please note that as a standard at Mindset Behavioral Health, our therapists are not available to appear in court. We want you to know this up front, so that if you are aware that you are involved in a court proceeding that could result in your therapist being summoned, we will refer you to another provider.

Court appearances are billed at \$150 per hour. Since the client-therapist relationship is built on trust with the foundation of that trust being confidentiality, it is often damaging to the therapeutic relationship for the therapist to be asked to present records to the court, testify in a factual nature, in court or deposition. Therefore, we ask that clients only request a court appearance in extreme cases. In such cases as the therapist is ordered to testify by the court about his/her counseling with you, the therapist will be monetarily compensated as set forth below.

In the event that it is necessary for the therapist to testify before any court, arbitrator, or other hearing officer to testify at a deposition, whether the testimony is factual or expert, or to present any or all records pertaining to the counseling relationship to a court official, the client agrees to pay the therapist for his or her services, including travel, preparation, and necessary expenditures at the rate of \$150 per hour, rounded to the nearest half hour. These expenditures include but are not limited to copies, parking, meals, and the like. All expenditures will be billed after the court appearance and are due upon receipt.

Other letters and paperwork requested by the client will be assessed a charge of \$150 per hour, rounded to the nearest hour, with a minimum 1 hour charge. This does include letters to court officials or attorneys, short-term disability paperwork and any other documentation requested by the client. This does not include copies of your bill, missed work or school letters, Release of Information forms, nor any other documents used in the day-to-day operation of this office.

EMERGENCY PROCEDURES

While having open communication with clients is a goal for every Mindset Behavioral Health clinician, often times we are not immediately available by telephone. Generally speaking, office staff is available Monday through Friday from 9am to 5pm. If you are experiencing an emergency, please inform the staff and if possible, a clinician will take your phone call.

If staff is not immediately available by phone, you may leave a message on the secure voicemail or send a text. Office staff will make every effort to return your call within 24 hours, with the exception of weekends and holidays.

If you are experiencing a crisis outside of regular office hours, please utilize the following free resource:
Community Outreach psychiatric Emergency Services – Tulsa (COPES) at (918) 744-4800

In the event of a life-threatening emergency, please do not call the office. Rather, go to the nearest emergency room or dial 911.

CANCELLATION POLICY

Mindset Behavioral Health works diligently to provide the best quality therapy services to as many families as possible. One way we are able to ensure we are effectively treating families and individuals is our cancellation policy. Therapy is most effective when it is consistently attended. We reserve the right to terminate services with any individual who has failed to cancel by calling or texting (918) 691-1435 or emailing info@mindset-bhs.com at least 24 hours in advance of their scheduled appointment. Frequent cancellations of sessions, even with 24 hours notice, may also result in termination of services. We appreciate your adherence to this policy. All cancellations (other than for reasons of illness, death in the family, or inclement weather) not received 24 hours in advance are subject to charge per our Financial Policy.

An option to avoid last minute cancellations is to call and request the appointment be changed to telehealth (if your insurance policy allows telehealth coverage). Be advised, no shows for telehealth appointments are charged the same as in-office appointments.

It is important for your therapeutic success that you are able to take advantage of your entire therapy session. If you are more than 15 minutes late to any session, your therapist has the right to cancel the session for that day. This cancelled session would be considered a no show and charged accordingly. If you believe you are going to be more than a few minutes late, please call or text (918) 691-1435 and notify us.

TELEHEALTH

Telehealth options are offered in our office to all clients as a means for providing continued care when the client is unavailable to attend appointments in person. As such, we ask that all our clients sign the additional telehealth consent as part of our initial paperwork. Additional policies for telehealth are as follows:

- Clients are responsible for checking insurance coverage for telehealth sessions. Insurance policies change frequently. If your insurance does not cover telehealth, you will be responsible for the full cash rate of any telehealth sessions conducted.
- Cancellation fees for telehealth sessions will be consistent with in-office session.

GRIEVANCE PROCEDURE

Mindset Behavioral Health strives to ensure you have only the very best therapeutic experience. Any problem or complaint that you may have concerning your care at Mindset Behavioral Health is important to us. Mindset Behavioral Health seeks to provide clients a fair, simple, effective, and timely system of problem resolution. Clients filing a grievance are free from restraint, coercion, reprisal, or discrimination. If you have a problem or concern, including a complaint of unfair treatment, you are encouraged to informally resolve a problem or concern before it becomes a grievance by sharing your concern with the offending person. If, after attempting to resolve the problem informally, you feel a resolution was not reached, you may file a formal written grievance within 21 days of the incident. Upon receiving a formal, written grievance, Megan Griffin (Mindset Behavioral Health's Operations Manager) will work to promptly resolve grievance within 14 days.

BY SIGNING BELOW, I AM AGREEING THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.

Signature _____ Date _____