

Policies & Procedures

Introduction. This document is intended to provide important information to you regarding your treatment and the policies and procedures of The PAIR Center for Couples Counseling, PLLC (PAIR). Please read the entire document carefully and be sure to ask any questions that you may have regarding its contents before signing it. It is your right to have a complete explanation for any questions you may have, now or in the future. Please feel free to ask questions or share any concerns that may arise. Although this may be uncomfortable at times, your openness and honesty will allow us to better serve you.

Fees. The fees for services are as follows:

60-90 min comprehensive individual assessment: \$150

90-120 min comprehensive couples assessment: \$200

60 min individual session: \$110

90 min individual session: \$130

90 min couples session: \$150

120 min couples session: \$180

PAIR reserves the right to periodically adjust these fees. You will be notified of any fee adjustment in advance. Fees are due at the time that services are rendered. Sliding scale fees may be available based on income eligibility. Proof of income is required to assess and maintain eligibility. Payments may be made by cash, money order, major credit card, or HSA/FSA.

Discussion of Treatment Plan. It is our intention to provide services that will assist you in reaching your goals. Within a reasonable period of time after the initiation of treatment, your provider will discuss with you their working understanding of the problem, treatment plan, therapeutic objectives, and view of the possible outcomes of treatment. During the course of therapy, providers at PAIR will draw on various treatment approaches according, in part, to the problem that is being treated and our assessment of what will best benefit you. These approaches may include but are not limited to behavioral, cognitive, psychodynamic, system/family, Gottman method, and/or psycho-educational techniques.

We believe that therapists and clients are partners in the therapeutic process. You have the right to agree or disagree with our recommendations. If you have any unanswered questions about any of the procedures used in the course of therapy, their possible risks, the provider's expertise in employing them, or about the treatment plan, please ask and you will be answered fully. You 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 provider does not provide, we have an ethical obligation to assist you in obtaining those treatments.

Termination of Therapy. The length of your treatment and the timing of the eventual termination of your treatment depend on the specifics of your treatment plan and the progress you achieve. Your provider will discuss a plan for termination with you as you approach the completion of your treatment goals. You may discontinue therapy at any time. If you or your therapist determine that you are not benefitting from treatment, either may elicit to initiate a discussion of your treatment alternatives. Treatment alternatives may include, among other possibilities, referral, changing your treatment plan, or terminating your therapy.

Professional Consultation. Professional consultation is an important component of a healthy psychotherapy practice. As such, providers at PAIR regularly participate in clinical, ethical, and legal consultation with appropriate professionals. During such consultations, your therapist will **not** reveal any personally identifying information regarding you or your situation.

Collaboration with Other Professionals. If it is determined to be necessary to collaborate with other professionals, such as your physician, psychiatrist, past therapists, and/or other mental health professionals, you will be asked to complete a release of information authorizing these exchanges.

Records and Record Keeping. Your therapist may take notes during session and will also produce other notes and records regarding your treatment. You may also be asked to complete questionnaires and worksheets during the course of therapy. These notes constitute your provider's clinical and business records, which by law, are required to be maintained according to HIPAA policy. Such records are the sole property of the therapist. Should you request a copy of my records, such a request must be made in writing (including email). Fees will apply to the printing and copying of any medical record and will be discussed when the written request is received.

Patient Litigation. Providers at PAIR will **not** voluntarily participate in any litigation or custody dispute in which you and another individual, or entity, are parties. Providers at PAIR have a policy of not communicating with client’s attorneys and will generally not write or sign letters, reports, declarations, or affidavits to be used in any client’s legal matter. We will generally not provide records or testimony unless compelled or subpoenaed to do so. **Subpoenas and/or court orders must be signed by a judge.** Should your therapist be subpoenaed or ordered by a court of law to appear as a witness in an action involving you, you agree to reimburse your therapist for any time spent for preparation, travel, or other time in which the provider has made themselves available for such an appearance at an hourly rate of \$150 per hour.

Confidentiality. Confidentiality and privileged communication remain the rights of all clients of professional counselors according to the law. The information disclosed by you is generally confidential and will not be released to any third party without written authorization from you. However, there are certain exceptions to confidentiality in state law. If exceptions such as the following apply, PAIR may be required to report information without your consent: cases involving a threat to yourself or others, cases involving serious offenses such as sexual abuse, child or elder abuse (physical or sexual), threat to the welfare and safety of yourself and/or others, and cases in which a judge-signed court order or subpoena has been issued.

If you participate in marital (“couples”) or family therapy, PAIR will not disclose confidential information about your treatment unless all person(s) who participated in the treatment with you provide their written authorization to release such information. However, it is important that you know that PAIR utilizes a “**no secrets policy**” when conducting family or marital/couples therapy. This means that providers at PAIR do not keep secret information gathered in individual conversations (whether on the phone or in an individual session) if the information revealed in some way violates the integrity of the couples/family therapy (such as revealing an affair, substance problem, or intent to leave the relationship). Such information will need to be revealed to the other partner for therapy to effectively continue.

Technology & Social Media Policy. Some clients prefer to communicate about appointment times or other administrative issues via email or text message. Although information stored on our computers and phones are encrypted, PAIR can not guarantee that all information transmitted through the internet or by phone is 100% confidential. PAIR will adhere to every measure as outlined by HIPAA privacy practices. Although social media may be a fun way to connect, providers at The PAIR Center for Couples Counseling, PLLC will not attempt to “friend” clients, accept friend requests or communicate via any social media platform. This is to ensure client confidentiality and preserve the professional relationship.

Therapist Availability/ Emergencies. You may leave a message for your therapist at any time on our confidential voicemail at 910-302-8732. If you would like a return call, please be sure to leave your name and phone number, along with a brief message concerning the nature of your call. Non-urgent phone calls are generally returned within 24-48 hours during our normal workdays (Monday through Thursday). **Please understand that as a solo private practice, PAIR is unable to personally provide continuous 24-hour crisis services. In the event of a medical emergency or an emergency involving a threat to your safety or the safety of others, please call 911 to request emergency assistance or go to the nearest emergency room.**

Acknowledgement

By signing below, I acknowledge that I have reviewed and fully understand the terms and conditions of these policies and procedures. I have discussed such terms and conditions with the therapist, and have had any questions with regard to its terms and conditions answered to my satisfaction. I agree to abide by the terms and conditions of these policies and procedures.

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| Client name (Printed) | Signature | Date |
| _____ | _____ | _____ |
| Client name (Printed) | Signature | Date |
| _____ | _____ | _____ |
| Parent/Guardian Name (Printed) | Signature | Date |
| _____ | _____ | _____ |
| Parent/Guardian Name (Printed) | Signature | Date |