

OUTPATIENT SERVICES CONTRACT

Welcome to our practice. This document contains important information about our professional services and business policies. Please read it carefully and jot down any questions you might have so that we can discuss them at our next meeting. When you sign the patient info sheet acknowledging your receipt of this document, it will represent an agreement between us.

PSYCHOLOGICAL SERVICES

Psychotherapy and Neurotherapy are not easily described in general statements. It varies depending on the personalities of the psychologist and patient, and the particular problems you bring forward. There are many different methods we may use to deal with the problems that you hope to address. Psychotherapy and Neurotherapy are not like a medical doctor 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.

All therapy 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, therapy has also been shown to have benefits for people who go through it. Therapy often leads to better relationships, solutions to a specific problem, and significant reductions in feelings of distress. But there are no guarantees of what you will experience.

Our first session 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 the beginning of a treatment plan. You should evaluate this information along with your own opinions of whether you feel comfortable working with me. Therapy involves a large commitment of time, money, and energy, so you should be very careful about the therapist you select. 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.

Neurotherapy involves many concepts and techniques that may be new and confusing to you. We will do our best to present an understandable explanation of these services and our reading of EEG material. If our best explanation is not satisfactory to you, we will be happy to refer you to another Neurotherapist.

MEETINGS

Our business hours are Tuesday through Saturday 10am–6pm, and we are closed from 1–2pm for lunch. If therapy is begun, we will usually schedule one or two 50-minute sessions (one appointment hour of 50 minutes duration) per week at a time we agree on, although some sessions may be longer or more frequent. Neurotherapy sessions range from 25 minutes to 2 hours. Once an appointment hour is scheduled, you will be expected to pay for it unless you provide 24 business hours advance notice of cancellation, unless it is possible to find another time to reschedule the appointment within the same week. So, if you have a Tuesday appointment, cancellation without charge must be made on Saturday.

PROFESSIONAL FEES

Our hourly fees range from \$195 to \$300. Neurotherapy sessions range from \$110 to \$250. In addition to therapy appointments, we charge this amount for other professional services you may need, though we will break down the hourly cost if we work for periods of less than one hour. Other services include report writing, telephone conversations lasting more than 5 minutes, attendance at meetings with other professionals you have authorized, preparation of records or treatment summaries, and the time spent performing any other service you may request of me. If you become involved in legal proceedings that require our participation, you will be expected to pay for our professional time, even if we are called to testify by another party. Because of the difficulty of legal involvement, we charge \$300 per hour for report preparation and attendance at any legal proceeding.

BILLING AND PAYMENTS

You will be expected to pay for each session at the time it is held. We offer payment plans at a discount. Please write in circumstances of unusual financial hardship; we may be willing to negotiate a fee adjustment or payment installment plan. We accept check, cash, Venmo, and credit cards. A 3% convenience charge will be added to credit card payments. If you have two or more standing appointments and you make two or more cancellations, we may

no longer hold that appointment time for you. You would then need to schedule one by one, as you know you will be available.

If your account has not been paid for more than 60 days and arrangements for payment have not been agreed upon, we have the option of using legal means to secure the payment and will terminate service.

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 we release regarding a patient's treatment is his/her name, the nature of services provided, and the amount due.

INSURANCE REIMBURSEMENT

In order for us to set realistic treatment goals and priorities, it is important to evaluate what resources you have available to pay for your treatment. If you have a health insurance policy, it will usually provide some coverage for mental health treatment. We will fill out forms and provide you with whatever assistance we can in helping you receive the benefits to which you are entitled; however, you (not your insurance company) are responsible for full payment of our fees. 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, we will provide you with whatever information we can based on our experience and will be happy to help you in understanding the information you receive from your insurance company. We will provide a superbill at the end of the month for you to submit to your insurance.

Due to the rising costs of health care, insurance benefits have increasingly become more complex. It is sometimes difficult to determine exactly how much mental health coverage is available. Please contact your insurance company with your questions. In most cases, insurance will pay for our services as "out of network providers". You need to check your benefits in this regard.

You should also be aware that most insurance companies require you to authorize us to provide them with a clinical diagnosis. Sometimes we have to provide additional clinical information such as treatment plans or summaries, or in rare cases, copies of the entire record. 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, we have 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 we submit if you request it.

It is important to remember that you always have the right to pay for our services yourself to avoid the problems described above.

We are not a Medicare provider. If you are insured by Medicare, you cannot submit claims to insurance. We will ask you to sign a separate contract regarding Medicare. Please contact us with any further questions regarding this.

CONTACTING US

We are often not immediately available by telephone. While we are usually in our office between 10am and 6pm Tuesday through Saturday, we will not the phone when we are with patients. When we are unavailable, our telephone is answered by voice mail that we monitor frequently. We will make every effort to return your call on the same day you make it, except for weekends and holidays. If you are difficult to reach, please inform us of some times when you will be available. If you are unable to reach us and feel that you can't wait for us to return your call, follow the instructions on our voice mail service. If we will be unavailable for an extended time, we will provide you with the name of a colleague to contact, if necessary. Please be aware that email or phone messages sent on a Sunday or Monday will not be received by us until Tuesday.

PROFESSIONAL RECORDS

The laws and standards of our profession require that we keep treatment records. You are entitled to receive a copy of your records, or we can prepare a for you instead. Because these are professional records, they can be misinterpreted and/or upsetting to untrained readers. If you wish to see your records, we recommend that you review them in our presence so that we can discuss the contents. Patients will be charged an appropriate fee for any professional time spent in responding to 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 our policy to request an agreement from parents that they agree to give up access to your records. If they agree, we will provide them only with general information about our work together unless we feel there is a high risk that you will seriously harm yourself or someone else. In this case, We will notify them of our concern. Before giving them any information, we 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.

CONFIDENTIALITY

In general, the law protects the privacy of all communications between a patient and a psychologist, and we 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 an important issue, a judge may order our testimony if they determine that the issues demand it.

There are some situations in which we are legally obligated to take action to protect others from harm, even if we have to reveal some information about a patient's treatment. For example, if we believe that a child, elderly person, or disabled person is being abused. We must file a report with the appropriate state agency.

If we believe that a patient is threatening serious bodily harm to another, we are 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 themselves, we may be obligated to seek hospitalization for them or to contact family members or others who can help provide protection.

These situations have rarely occurred in our practice. If a similar situation occurs, we will make every effort to fully discuss it with you before taking any action.

We may occasionally find it helpful to consult other professionals about a case. During a consultation, we make every effort to avoid revealing the identity of our patients. The consultant is also legally bound to keep the information confidential. If you don't object, we will not tell you about these consultations unless we feel that it is important to our work together.

While this written summary of exceptions to confidentiality should prove helpful information to you about potential problems, it is important that we discuss any questions or concerns that you may have at our next meeting. We will be happy to discuss these issues with you if you need specific advice, but formal legal advice may be needed because the laws governing confidentiality are quite complex, and we are not attorneys.

Your signature on the patient information sheet, supplied separately, indicates that you have read the information in this document and agree to abide by its terms during our professional relationship.

THIS FORM IS FOR YOU TO KEEP