

## TO MY CLIENTS

Welcome. I want our communication to be open and for you to feel free to ask questions. The following tells you about my services and policies.

Thank you

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### CONFIDENTIALITY

I cannot legally discuss you or your problems with others without your written permission. In some situations, such as abuse, however, I am legally required to release information (see the Disclosure form). During therapy it is sometimes useful to discuss your progress with another person such as your physician or a child's teacher. If I believe such information exchange would be useful, I will request a written release. I do consult with other professionals about my therapy work. If I do so in regard to your therapy, I will do so in a manner that protects your identity or within a confidential relationship with another professional.

Your file is a confidential record of treatment. When you conclude work with me, your file will be retained either digitally or in hard copy for a minimum of seven years.

When conducting court-related work such as Parental Responsibilities Evaluations, Parent Coordination, Decision-Making, Psychological Evaluations, or any other related work, the issue of confidentiality does not apply, as I am required to gather information, write a report or testify about what I learned during our evaluation. When work concludes, the file will remain on site through the hearing date and then retained for seven years, either digitally or in hard copy, as required by statute.

I will not create tapes or recordings of any type outside of written notes of any of our work without written consent from you. Further, I request that you ask my permission to record any sessions or telephone calls between us. Without written consent, neither photographing nor recording is allowed.

### TELEPHONE CALLS AND MESSAGES

Phones are transferred to voice mail messaging. **If your call is an emergency, please follow the instructions given to you on the voice mail message.** I will make every effort to return calls each day in a timely manner.

Appointment changes and requests for information taken by voice mail messaging will be responded to during office hours.

### **APPOINTMENTS**

It is your responsibility to keep track of your scheduled appointment times, as I do not make reminder calls. Please be mindful that appointments are times reserved for you, and a 48-hour notice is necessary for change or cancellation in order to make the time available for others. Voice mail messaging is available for your use after hours or on weekends. Should you have a late cancellation or missed appointment, a charge will be incurred. **A missed appointment (failure to keep an appointment without notice) will result in a full session charge. A late cancellation (notice of less than 48 hours) will result in a charge of one-half the session fee.** Please note that these charges are not payable by insurance.

### **EMERGENCIES**

I am not available for calls after hours. If an emergency arises that requires urgent assistance, please follow the instructions given to you on my after-hours voice mail message in regard to getting in touch with emergency staff at Highlands Behavioral Care. You may also call 911 or go to your nearest hospital emergency room. Fees for emergency care may not be covered by your insurance and may therefore be your responsibility.

### **FEES**

My fees are \$170 for a 45-minute session for psychotherapy and evaluation work. My fees are \$300 per 50 minutes for court-related services. A fee schedule is attached, and payment **is due at time of service**. I offer VISA, MasterCard and Discover as an alternative to cash payment for therapy services. There will be a \$25.00 processing charge for any check returned as uncollected by the bank. Any unpaid balance that is not received within 60 days after the date of billing will accrue a monthly late charge of 1.5% of the unpaid balance.

### **INSURANCE**

I am not on most insurance panels and my practice is a fee-for-service one. While court-related work is **not** covered by insurance, many health insurance policies cover psychological services. Please check with your insurance agent to learn the extent of your coverage.

*02/2020, Julie Van Heyningen, Psy.D., P.C.*