

Ole Towne Counseling & Assessment Services Client Services Agreement

Welcome to Ole Towne Counseling & Assessment Services. This agreement contains important information about the professional services and business policies for Ole Towne Counseling & Assessment Services. It also contains information about the Health Insurance Portability and Accountability Act (HIPAA), a federal law that provides privacy protections and client rights with regard to the use and disclosure of your Protected Health Information (PHI) used for the purpose of treatment and health care operations. HIPAA requires that we provide you with a Notice of Privacy Practices for the use and disclosure of PHI for treatment, payment, and health care operations. The attached Notice Form explains HIPAA and its applications to your personal health information in detail. When you sign this Psychotherapist – Client Services Agreement, it will represent an agreement, **and your explicit consent for services. You have the right to refuse services, and may revoke this agreement in writing at any time.** The revocation will be binding unless we have taken action in reliance on it; if there are obligations imposed on us by your health insurer in order to process or substantiate claims under your policy, or if you have not satisfied any financial obligation you have incurred.

Ole Towne Counseling & Assessment Services is owned and operated by Maureen G. Migliore, MS, LPA. Specific information regarding my educational history, practice philosophy, therapeutic orientations and interventions, as well as populations served, etc., may be found by visiting my website at www.oletownecounseling.com.

Psychotherapist Services:

- The initial appointment (Clinical Intake) will involve an assessment of client needs. An initial Intake is usually completed during the first appointment, but can sometimes take up to two sessions.
- By the end of the Intake, you will be offered a summary of preliminary impressions of what therapy may include and recommendations for further assessment and/or treatment. If it is determined that a client's needs would best be met elsewhere, suggestions will be offered for alternative care.

Meetings:

- Following the initial assessment (which will last from one to two sessions), if it determined that psychotherapy is needed, sessions will generally be scheduled on a weekly or bi-weekly basis, lasting approximately one hour. Sessions will be scheduled at a mutually agreed upon time.
- If you cannot keep a scheduled appointment, please contact the office to leave word of your need to cancel. **If you do not cancel within 24 hours of the appointment, you will be charged a \$40.00 no show fee, which is not covered by insurance.**
- If you fail to keep an appointment, we may provide a courtesy follow up call and/or email to offer an additional appointment. **If we do not hear from you within 30 days, we will assume you are no longer interested in services and will close your chart.** If you are unable to follow through with services, you are welcome to call to re-initiate services at a later time.
- **In case of inclement weather, Ole Towne Counseling & Assessment Services will follow the delay/closure schedule for the Carteret County School System.**

Professional Fees, Billing and Payments:

- The following fees are associated with services at Ole Towne Counseling & Assessment Services:
- Initial Intake \$150.00
- Individual Therapy Session (60 minutes) \$ 125.00
- Group Therapy Session \$ 60.00
- Psychological/Developmental/Educational Testing per hour \$ 130.00
- Insurance will be billed for an of the above noted rendered services. Your signature on this agreement indicates your approval for your insurance carrier to pay for fees at the contracted rate directly to your therapist. You are responsible for any co-pays at the time of your visit. Payment in the form of debit cards, checks or cash will be accepted. Your signature also authorizes your insurance company access to your medical record for the purpose of auditing.
- Ole Towne Counseling will file insurance claims on your behalf.
- If services involve psychological evaluations, an appointment will be scheduled to review the results of psychological testing; however, final reports will be held pending receipt of any outstanding balance due for these evaluations.

Contacting Us:

- Ole Towne Counseling & Assessment Services is open Tuesday – Thursday from 8 am until 5 pm. Additional hours may be arranged on a case by case basis.
- Due to the nature of this work, calls to the office may not be immediately answered. Please leave a message, and every effort will be made to get back to you by the end of the business day, but no later than 24 hours. If you know it may be difficult to reach you, please leave a preferred time and modality for a return call. Every effort will be made to contact you through your preferred modality.
- In the case of an emergency, you should call 911 or go to the Emergency Department at Carteret General Hospital (252) 808-6000, or you may contact the mobile crisis unit through Trillium Health Resources at 877-685-2415.

Contacting You:

- Ole Towne Counseling **may** provide courtesy reminder calls regarding scheduled appointment, and if you provide an email address, you will receive an email reminder of your next appointment. Depending upon time constraints, a reminder call is **not** guaranteed. You will be provided with a copy of your invoice, which documents your next scheduled appointment.

Social Networking:

- We do not engage in online networking with clients, as this would constitute a dual relationship and a breach of ethics. As such, “friend” requests will not be accepted, nor will other contact on social media venues (e.g., Facebook, Twitter, LinkedIn). The Facebook page for Ole Towne Counseling & Assessment Services is for marketing and educational purposes only.

Court Related Services:

- Ole Towne Counseling & Assessment Services does **not** provide court ordered treatment or evaluations, testify in court, or write reports for court or legal use. If you are seeking psychological services because of a court case in which you are involved, you most likely will be referred to other provider resources. If Ole Towne Counseling & Assessment Services is compelled to be involved in court proceedings in any way (testimony, report writing, sending copies of records, communication with attorneys, etc.) **you will be charged for all time spend on such activities at the rate of \$300 per hour**. Insurance does not reimburse for those services; therefore, those fees would be out of pocket expenses for the client.

Limits on Confidentiality:

The law protects the privacy of all communications between a client and a psychotherapist. In most situations, we can only release information about your treatment to others if you sign a written Authorization form that meets certain legal requirements imposed by HIPAA. The attached Notice of Policies and Practices to Protect the Privacy of your Health Information outlines the other limits, uses and disclosures of your protected health information.

There are certain circumstances in which Ole Towne Counseling & Assessment Services is permitted or required to disclose information without either your consent or Authorization as follows:

- if you are involved in a court proceeding and a Court Order is issued for information about your diagnosis and treatment, Ole Towne Counseling & Assessment Services is compelled to respond.
- If there is reasonable cause to suspect that a child has been or may be subjected to abuse or neglect, or if a child is observed being subjected to conditions or circumstances that would reasonable result in abuse or neglect, the law requires that a report be filed with Department of Social Services. Once such report is filed, Ole Towne Counseling & Assessment Services may be required to provide additional information.
- If there is reasonable cause to suspect that an elderly, disabled, or vulnerable adult presents a likelihood of suffering serious physical harm and is in need of protective services, the law requires that a report be filed with Department of Social Services.
- If there is reasonable cause to suspect that a client poses an imminent danger to him/herself or others, protective action will be taken. Depending upon the specific circumstances, these actions may include contacting a parent/caregiver to enlist assistance in ensuring protection measures, notifying local authorities, or notifying a potential victim.

If such a situation should arise, every effort will be made to fully discuss it with you before taking any action and any disclosure will be limited to what is necessary to share.

Non-identifying information may be shared during supervision sessions, to discuss complex or perplexing concerns. Maureen's current supervisor is Oneida Levine, PhD. While discussing the dynamics of a specific cases, confidentiality will be maintained.

The laws governing confidentiality can be quite complex. This summary of exceptions to confidentiality is meant to be informative in nature. If you have concerns about issues related to confidentiality, please advise of these.

Professional Records:

- The laws and standards of the Psychology profession requires that Ole Towne Counseling & Assessment Services maintains Protected Health Information (PHI) about clients in their Clinical Record. It includes information about reasons for seeking therapy, a description of the ways in which a client's problems are impacting his/her life, diagnosis, goals established for treatment, progress toward goals, medical, social and educational history, treatment history, any past treatment records received from other providers, reports of any professional consultations, evaluations, and reports that have been sent to others.
- Clients may examine and/or receive a copy of their Clinical Record, if requested in writing. Because these are professional records, they can be misinterpreted by and/or upsetting to untrained readers. For this reason, Ole Towne Counseling & Assessment Services recommends that records initially be reviewed in the presence of your Psychologist, or have them forwarded to another mental health professional for supervised review and discussion.
- Should the circumstance arise in which Maureen is able to access your medical record for you, you may contact any of the following to assist you in this regard: James Migliore at (252) 503-2272, or Ann Creech at (336) 264-0052, or Oneida Levine, PhD at

Clients Rights:

As stated previously, HIPAA provides you with several rights with regard to your Clinical Records and disclosures of protected health information. Please review the attached Notice of Policies and Practices to Protect the Privacy of your Health Information. You have the right to a paper copy of this Services Agreement . You also have the right to keep a paper copy of the Privacy Notice which has been offered to you.

Grievances and complaints which cannot be resolved directly with Ole Towne Counseling & Assessment Services may be directed to Department of Health & Human Services Customer Services at 1-800-662-7030. For grievances & complaints related to the Trillium Health Resources provider network (Medicaid MCO), call customer services at 877-685-2415. Please feel free to ask questions and discuss any of these rights.

Minors & Parents:

- Clients under 18 years of age and their parents should be aware that the law allows parents access to information about their child's treatment and to examine their child's treatment records. Before giving parents any information, I will discuss this with you in advance. In case of divorce, both biological parents have access to their child's treatment record except in the case of termination of parental rights. If custody is in doubt, you may be asked to provide proof of custody prior to initiating treatment.

During therapy and/or evaluation, all cell phones must be turned off as a courtesy to others as well as to eliminate distractions during therapeutic session.

Smoking is prohibited non only on the premises of Ole Towne Counseling & Assessment Services, but also on the surrounding premises of Queen Ann’s Quarters, the complex in which this office is located.

Any concerns or grievances related to services should be addressed to Maureen G. Migliore, MS, LPA. If you feel that you are unable to resolve your concerns locally, you may wish to contact the North Carolina Psychology Board, located at 895 State Farm Rd., Ste 101, Boone, NC 28607.

YOUR SIGNATURE ASSURES THAT YOU HAVE READ THIS AGREEMENT AND AGREE TO ITS TERMS, AND SERVES AS AN ACKNOWLEDGEMENT THAT THE HIPAA PRIVACY NOTICE DESCRIBED ABOVE WAS MADE AVAILABLE TO YOU.

Client/Responsible Party Date

1/15/2017