



Psychotherapist-Client Services Agreement

Welcome to Modify P.C. This Document contains important information about our professional services and business practices. Please read it carefully and feel free to discuss any questions you have with your therapist. This document is available in larger print upon request.

The Therapy Process

Therapy is a collaborative process where you and your Provider will work together on equal footing to achieve goals that you define. This means that you will follow a defined process supported by scientific evidence, where you and your Provider have specific rights and responsibilities. Therapy generally shows positive outcomes for individuals who follow the process. Better outcomes are often associated with a good relationship between a client and their Provider. To foster the best possible relationship, it is important you understand as much about the process before deciding to commit. Please know that your relationship with your provider(s) is a collaborative one, and we welcome any questions, comments, or suggestions regarding your course of treatment.

Therapy begins with the intake process. First, you will review your Provider's policies and procedures, talk about fees, identify emergency contacts, and decide if you want health insurance to pay your fees depending on your plan's benefits. Second, you will discuss what to expect during therapy, including the type of therapy, the length of treatment, and the risks and benefits. If your Provider is practicing under the supervision of another professional, your Provider will tell you about their supervision and the name of the supervising professional. Third, you will form a treatment plan, including the type of therapy, how often you will attend therapy, your short- and long-term goals, and the steps you will take to achieve them. Over time, you and your Provider may edit your treatment plan to be sure it describes your goals and steps you need to take. After intake, you will attend regular therapy sessions at your Provider's office or through video, called telehealth. Participation in therapy is voluntary - you can stop at any time. At discharge we will review your progress, identify supports that will help you maintain your progress, and discuss how to return to therapy if you need it in the future.

Your personal development is our number one priority. We encourage you to let us know if you feel that transferring to another facility or another provider is necessary at any time. Please inform your therapist or call our front office at 630-753-9800 ext. 100, as we would like to assist you in finding the right match, be it within Modify or not.

Effects of Therapy

Due to the very nature of Psychotherapy, as much as we would like to guarantee specific results regarding your therapeutic goals, we are unable to do so. However, with your participation, we will work to achieve the best possible results for you. At times people find that they feel somewhat worse when they first start therapy before they begin to feel better. This may occur as you begin discussing certain sensitive areas of your life. Therapy has been shown to have benefits that include significant reduction of anxiety and distress as well as better relationships, greater self-esteem and resolution of specific problems. Unfortunately, there are no guarantees of therapy outcomes.

Working with Children

Due to the importance of trust between client and provider, when a client is a minor child (ages 12-17), we will offer parents general information about the therapeutic process and overall themes, but not specific details about what information is exchanged during each session, unless this is requested by your child. Information disclosed to parent(s) and/or guardian(s) of children under the age of 12 is not restricted, however, your provider(s) will use their clinical judgement to decide what is appropriate to communicate to parent(s) and/or guardian(s). If at any time we feel that your child is engaging in dangerous behavior, we will immediately inform you of the situation or have your child do so as part of the therapeutic process. We will NOT provide updates after each session. If you need to speak with your provider regarding your child, please request a portion of the session to discuss any issues. If a longer discussion is needed without child present, please discuss possible options with your child's provider. It is important that your child feels that our office is a safe place where they can trust their provider enough to share the sensitive things that may be underlying the presenting problem. We are sensitive to parent(s) and/or guardian(s) need to be involved, however, this should be balanced with the child's need for a safe place.

Contacting Therapists and Emergencies

Modify is considered to be an outpatient facility, therapists are not immediately available by telephone. Calls are answered by a confidential voice mail system and will generally be returned with 24-48 business hours.

If you or your child/family member is having a mental health emergency that may require immediate medical attention please call the nearest hospital or call 911.

***Linden Oaks Hospital, Naperville, IL (630) 305-5027**

***Provena Mercy Hospital, Aurora, IL (630) 801-2657**

Telehealth Services

To use telehealth, you need an internet connection and a device with a camera for video. Your Provider can explain how to log in and use any features on the telehealth platform. If telehealth is not a good fit for you, your Provider will recommend a different option. There are some risks and benefits to using telehealth:

Risks

- Privacy and Confidentiality. You may be asked to share personal information within the telehealth platform to create an account, such as your name, date of birth, location, and contact information. Your Provider carefully vets any telehealth platform to ensure your information is secured to the appropriate standards.
- Technology. At times, you could have problems with your internet, video, or sound. If you have issues during a session, your Provider will follow the backup plan that you agree to prior to sessions.
- Crisis Management. It may be difficult for your Provider to provide immediate support during an emergency or crisis. You and your Provider will develop a plan for emergencies or crises, such as choosing a local emergency contact, creating a communication plan, and making a list of local support, emergency, and crisis services.

Benefits

- Flexibility. You can attend therapy wherever is convenient for you.
- Ease of Access. You can attend telehealth sessions without worrying about traveling, meaning you can schedule less time per session and can attend therapy during inclement weather or illness.

Recommendations

- Make sure that other people cannot hear your conversation or see your screen during sessions.
- Do not use video or audio to record your session unless you ask your Provider for their permission in advance.
- Make sure to let your Provider know if you are not in your usual location before starting any telehealth session.

Cell phones: It is important that you know that cell phones may not be completely secure and confidential if you choose this option for telehealth services.

Text messages/Emails: Text messaging and emailing are not secure means of communication and may compromise your confidentiality. We do realize that many people prefer to text and/or email for quick and convenient communication. We highly discourage any clinical information to be communicated to your provider via text or email. Please limit this communication to scheduling and rescheduling an appointment, or other non-personal, non-clinical information. Please also be advised we are required to keep a copy of all emails and texts as part of your medical record.

Facebook, LinkedIn, Instagram, Etc.: Modify has a business page among a few social media platforms and we welcome you to follow our pages for business updates and general information. If you choose to comment or like a post, please be aware that you will be allowing the general public to see your name attached to our social media presence.

-It is our policy not to accept requests from any current or former clients on social networking sites such as Facebook, LinkedIn, Instagram Etc. as it may compromise your confidentiality.

Record Keeping

The laws and standards of the mental health profession require therapists to keep Protected Health Care Information (PHI) about you in your clinical record. These records help ensure the quality and continuity of your care, as well as provide evidence that the services you receive meet the appropriate standards of care. Your records are maintained in an electronic health record provided by TherapyNotes. TherapyNotes has several safety features to protect your personal information, including advanced encryption techniques to make your personal information difficult to decode, firewalls to prevent unauthorized access, and a team of professionals monitoring the system for suspicious activity. TherapyNotes keeps records of all log-ins and actions within the system. Some therapists keep a second record referred to as Psychotherapy Notes. These notes are only for use by your therapist and may include contents of therapeutic conversations, analysis of those conversations and how they impact treatment. These notes are kept separate from your clinical record and cannot be released to insurance companies without your

authorization. Insurance companies cannot penalize you if you refuse to authorize disclosure of psychotherapy notes. You may examine and/or receive a copy of your clinical record if you request this in writing. Because these records can be misinterpreted it is recommended that you review them in the presence of your therapist or have them forwarded and reviewed with another mental health provider, your therapist may charge a copying fee if you request a copy of these records.

Records of Minors

Clients under 12 years of age and their parents should be aware that the law allows parents to examine their child's treatment records. Parents of children between 12 and 18 cannot examine their child's medical record unless the child consents and the therapist finds no compelling reason to deny the access. Parents can request information concerning their child's current physical and mental condition, diagnosis, treatment needs, services provided and services needed. Since parental involvement, in most cases, is often crucial to successful treatment, it is recommended that clients between 12 and 18 years of age and their parents enter into an agreement that allows parents access to certain treatment information. For children under the age of 18 all paperwork must be signed by at least one parent. Signature of both parents is required in all cases of separation and all divorce situations involving any type of joint custody. Although not required by law, it is preferred to have both parents agree to treatment even in cases of sole custody with no stipulation regarding medical treatment.

Use of Insurance

If using insurance, the rates are established via contract with an insurance company. The fee for sessions will be due after each session. Cash, personal check, or credit cards are accepted forms of payment. Although we provide a complimentary benefits check, quotes are not always accurate and/or guaranteed, therefore we ask clients to call your insurance company to discover and/or confirm what your mental health/chemical dependency coverage is.

Self-Pay Rates

Self-pay rates and cost of sessions will vary depending of a variety of factors, including service type, service provider, and time spent in session. Your provider will be able to give you a breakdown in cost per session depending on the criteria listed above.

Missed or Late Appointment Cancellations

Please contact us 24 hours in advance if you need to cancel your appointment. Insurance companies do not cover missed appointments. **You will be billed \$100 for any failed/missed in-person or telehealth appointments. You will be billed \$100 for a late cancellation, (less that 24hr notice).**

Some Additional Costs

It is important to know that therapists will charge fees for lengthy telephone conversations and time spent providing other services on your behalf. This may include extensive report writing, preparation and photocopying records or treatment summaries, consulting with other professionals with your consent and attendance at staffing. If you become involved in legal proceedings that require your therapist's participation you will be expected to pay for all his/her professional time, including preparation and transportation costs even if he/she is called to testify by another party. Please discuss this with your therapist so that you clearly understand what services you will be charged for. In addition, therapists reserve the right to limit phone calls or other uses of their time to what they consider appropriate and he/she will openly discuss this with you. A list of fees is available upon request.

Provider Qualifications

Modify employees fully licensed providers along with associate licensed therapist who carry a masters' level of education in order to provide quality health care services. All Masters' level therapists are under the direction and clinical supervision of Lisa M Busch, Ph.D., MSCP and/or Clinical Director Amy Wagner, LCPC. Information regarding your provider's educational background and experience may be found under their bio on our website, Modifycounseling.com.

Confidentially

Illinois law protects the privacy of all communications between a patient and a mental health provider. In most situations if you are age 18 years or older, your therapist can only release information about your treatment to others if you sign a written authorization form that meets certain legal requirements imposed by HIPPA and /or Illinois law. However, there are several situations in which no authorization is required (please see Modify Notice of Privacy Practices for explanation and clarification).

Examples include:

- Teaching and supervision within Modify.
- Discussion within Modify.
- If you are involved in a court proceeding.
- Government Agency Oversight.
- Malpractice suits.
- Workman's Compensation Claims.

-Imminent harm to self or other.

-Mandated reported situation (see below)

Therapists are mandated reporters, and as such, we have the legal obligation of notifying appropriate authorities in the following situations. Please note these situations are handled with the utmost care to protect those at risk for harm and with respect to the client's broken confidentiality.

-If your therapist believes that you present a clear, imminent risk of serious physical or mental injury or death to yourself.

-If you have made a specific threat of violence against another or if your therapist believes you present a clear imminent risk of serious physical harm to another.

-If your therapist has reasonable cause to believe that a child under 18 known to him/her professional capacity may be abused or neglected by a parent, caretaker or other person responsible for a child's welfare.

-If your therapist has a reason to believe that an adult over 59 years old or under 60 years and disabled has been abused, neglected or financially exploited in the preceding 12 months.

-If such a situation arises your therapist will make every effort to discuss these disclosures with you and include you in the process of disclosure if at all possible. For confidentiality issues regarding minors please see section entitled "Record of Minors" above.