

Keys to Living Counseling Center

Client Statement of Understanding, Consent & Bill of Rights

Description of Services

We do not provide medical services or prescribe medication. Your therapist may refer you to other consultants for testing or to a medical doctor for assessment or medication. You are receiving therapy voluntarily and are free to end therapy at any time.

You have a right to be fully informed regarding the benefits or potential problems associated with any therapy methods you receive. Your participation in any therapy method is voluntary. Therapy approaches designed to assist you in dealing with your concerns will be recommended by your therapist, and together you will create a treatment plan.

You and your therapist will work cooperatively to resolve your difficulties, but there is no assurance as to the results of your treatment. Some material discussed with your therapist may be upsetting in nature but may be helpful in resolving your problems. Sessions will continue until you and your therapist conclude that therapy is no longer necessary or of benefit to you.

Confidentiality

Our staff will not release information about you to anyone without your written permission. *All adults in attendance for any part of therapy must sign a release before information may be released to a third party.* Insurance companies typically require information before approving payment for sessions.

Your case may be discussed with staff therapists for consultation but not with professionals outside this agency without your prior written consent. Our clerical staff will also protect any information that they process about your case. If your spouse or family member wants information about your progress, with your permission, they may come to a session where you are present.

Exceptions to confidentiality which, by law, require your therapist to reveal information about you to the proper authorities include the following: a specific threat to your life or the life of someone else, known or suspected abuse or neglect of a child or dependent adult, and a court subpoena. Your therapist will attempt to speak with you prior to releasing information in the above circumstances.

Child custody cases & psychological evaluations

Keys to Living therapists do not testify in child custody cases. Our role is to help in therapeutic ways. We are not available to be involved in matters of the court. We also do not do psychological evaluations but are happy to make a referral if you require an evaluation.

Fees

Fees are based on a 50-minute counseling session. Payment is to be made at the time of service. You may be eligible to apply for limited scholarship funds if you have special financial circumstances. In utilizing insurance, you may be required to contact your insurance company prior to receiving therapy and sessions may need to be pre-approved.

Telephone Consultations

Telephone consultations are available on a limited basis. Fees do apply to consultations over five minutes. Please use these consultations for emergencies only. If circumstances prevent you from attending a session, a phone appointment is possible on an occasional basis.

Appointment Cancellations

Appointments may be canceled with no charge if 24 hours notice is given. *If 24 hours notice is not given, you will be charged a fee of \$50.00 for the first missed appointment. If there is a second missed appointment you will be charged the full fee.* Please use the answering machine if you need to leave a message regarding an appointment after office hours.

