

## CONSENT FOR SERVICES

### Welcome to the Samaritan Counseling Center.

The Samaritan Counseling Center is a non-profit counseling center, accredited by The Solihten Institute. The Samaritan Counseling Center's mission is to provide faith-informed mental health services, education programming, and professional counseling to all in need in the River Region through a wellness-oriented philosophy emphasizing mind, body, and spirit.

### Confidentiality

Policies about confidentiality, as well as other information about your privacy rights, are fully described in a separate document entitled Notice of Privacy Practices. It is the policy of the Samaritan Counseling Center to protect the privacy of every client to the maximum extent possible. Generally, information about you or services furnished to you will not be released without your prior written consent. There are, however, some circumstances which require the disclosure of information without your consent, such as when:

- a) mandated by state or federal law due to suspicion or knowledge of child abuse and/or neglect or elder abuse and/or neglect,
- b) there is an imminent risk or serious threat of physical harm to self or to others, and
- c) specifically ordered by a court of law.

In accordance with the quality assurance standards set by the Samaritan Counseling Center's accrediting entity, The Solihten Institute, your file may be reviewed to ensure record keeping compliance. Also, your clinician may anonymously discuss your treatment with a supervisor to ensure the provision of quality care. All of the Samaritan Counseling Center's supervisors and staff are obligated to follow laws of confidentiality.

### Cancellation Policy

Your appointment time has been reserved just for you. The Center requires at least **24 hours advance notice** in the event you need to cancel or reschedule your appointment by calling our office at 334-262-7787 and dialing 1. Failure to contact our office and cancel your appointment **24 hours in advance** of your appointment time **will result in a Late Cancellation Fee of \$25.00**. We provide appointment reminder phone calls 48 hours prior to your appointment; however, this is a courtesy and you are still responsible for canceling your appointment at least **24 hours in advance**. If you cannot begin your appointment within ten minutes after your appointment time, it will be considered a no show and you will be charged a No-Show Fee of **\$50.00**.

### Messages

If you need to contact your clinician outside of your scheduled appointment, you may contact him/her by calling the direct dial phone number that the Clinician may have provided to you, by secure message within your portal account or by calling our office at 334-262-7787. Messages will be reviewed the following business day. Please see below with respect to emergency situations.

### Emergencies

Please discuss with your clinician how to handle emergencies. If you experience a mental health crisis outside of a session you may call 911 or go to your nearest emergency room. Alternatively, if you are in crisis and would like to speak to someone please dial the National Suicide Prevention Lifeline at 800-273- 8255. This resource is available 24 hours per day, 365 days per year.

## **Fees and Insurance**

The fee for your sessions is discussed during your intake/scheduling process. Your self-payment fee, co-payment, co-insurance, or deductible is expected at your appointment time. The Center accepts cash, checks, Visa, Mastercard, Discover and American Express.

The Samaritan Counseling Center accepts Medicare and many other insurance companies as either in-network or out-of-network. Coverage with each company varies per the individual clinician. As a courtesy, our Center verifies eligibility and benefits; however, it is your responsibility to follow-up with the insurance company to verify coverage for services with assigned clinician under your policy and notify our office of any discrepancies in our verification process.

The Samaritan Counseling Center assists in filing claims and seeking payment. The Samaritan Counseling Center cannot guarantee insurance payment. If the insurance company does not pay our Center within 90 days, the unpaid balance is due by Client or Guarantor.

Employee Assistance Programs require a pre-authorization and some insurance policies require a physician referral. It is the responsibility of the client to obtain timely authorizations and physician referrals for coverage.

Fee assistance may be provided through our Jeremiah 29:11 Client Assistance Fund. Eligibility is required and is dependent on available funds in our Jeremiah 29:11 Client Assistance Fund.

The Samaritan Counseling Center is a non-profit counseling center and timeliness of payments is important. Accounts that become more than ninety (90) days past due may be forwarded to Holloway Collection Services for collection. Holloway Collection Services adds an additional 33.33% to debt owed to the Center. I accept the fee charges for services as a legal and lawful debt and I agree to pay amount past due to The Center including any/all costs of collection.

## **Client Rights**

All clients of the Samaritan Counseling Center maintain their rights to the following:

### Personal Rights

- 1) The Client must be treated with dignity and respect, free from any verbal, physical, emotional, or sexual abuse.
- 2) The Client has the right to have staff make fair and reasonable decisions about treatment and care.
- 3) The Client may not be filmed, taped, or photographed unless he/she agrees to it.

### Treatment and Related Rights

- 1) The Client must be provided prompt and adequate treatment and services appropriate for them.
- 2) The Client must be allowed to participate in the planning of their treatment and care.
- 3) No treatment may be given to the client without written, informed consent, unless it is an emergency to prevent serious physical harm to self or others, or a court orders it.
- 4) The Client must be informed in writing of any costs of care and treatment for which he/she or relatives may have to pay.

### Record Privacy and Access

- 1) See HIPAA Privacy Practices notice.

## **Grievances**

The Samaritan Counseling Center aims to provide all our clients with high-quality mental health care that will offer hope and healing. In the event you are dissatisfied with the services you or your loved one receive; you retain the right to advocate on your/their behalf.

For clinical complaints, the procedures are as follows:

Step 1: Clients are encouraged to talk with the clinician to see if the complaint can be responded to and resolved at that level. Step 2: If the client and clinician cannot achieve satisfactory resolution to the complaint, the client may contact the Clinical Director (Rebecca Morris, Ed. S., LPC-S; 334-262-7787). Step 3: If the client and Clinical Director cannot achieve a satisfactory resolution to the complaint the client may present a written statement describing the complaint to the Executive Director, Mr. Cary Kuhlmann, who will respond to the complaint within 30 days.

For administrative or financial complaints, the procedures are as follows:

Step 1: Clients are encouraged to talk with the clinician to see if the complaint can be responded to and resolved at that level. Step 2: If the client and clinician cannot achieve satisfactory resolution to the complaint, the client may contact the Office Administrator, Katie Nixon, at 334-262-7787. Step 3: If the client and Office Manager cannot achieve a satisfactory resolution to the complaint the client may present a written statement describing the complaint to the Executive Director, Mr. Cary Kuhlmann, who will respond to the complaint within 30 days.

### **Termination of Services**

Clients have the right to end treatment at any time. Please notify your Clinician of your desire to complete therapy. She/he may request to have a final session with you to allow for therapeutic termination and to provide aftercare planning. Services through The Samaritan Counseling Center may be terminated for a variety of other reasons, including but not limited to:

- there is mutual agreement by the client and clinician to end counseling
- the client does not return for counseling or reschedule for 60 days
- the clinician decides to discontinue counseling because it is no longer effective or because the client does not comply with treatment recommendations
- the client is engaged in residential or inpatient treatment (i.e. hospitalization) and does not expect to return to counseling
- Samaritan Counseling Center clinicians may use their clinical judgment to determine a client needs to be referred to another clinician or to another organization to ensure appropriate treatment
- Samaritan Counseling Center reserves the right to terminate with a client who has violated cancellation policies to the point that it has become disruptive to their treatment and/or to the clinician's schedule

Please note that clients are still responsible for making payments on all balances after they have ended treatment, no matter the circumstances. Clients are welcomed to return to treatment with the Samaritan Counseling Center.

### **Client Consent**

My signature below indicates that I reviewed this document, agree to the policies, and authorize the services. I accept financial responsibility for payment of services received, and for payment of late cancellations. If I use insurance to pay all or a portion of the charges, I hereby authorize the release of information necessary to process insurance claims filed on my behalf. I acknowledge that I am financial and legally responsible for the full payment of charges for services received in the event my health insurance policy does not cover my claim. I am 18 years of age or older or I have legal custody of this minor child(ren).

Client Name (Print): _____
Client Signature (or person authorized to sign for Client): _____
If authorized signer, relationship to Client: _____
Date: _____