

Fallen Timbers Holistic Services, LLC

123 Your Street
Your City, ST 12345
(123) 456-7890

Practice Policies

Effective August 8, 2024

Process of Therapy and evaluation

Participation in therapy can result in many benefits to you, including improving interpersonal relationships and resolving the specific concerns that led you to seek therapy. Working toward these benefits requires effort on your part. Psychotherapy requires very active involvement, honesty, and openness in order to change your thoughts, feelings, and/or behavior. Your clinician will ask for your feedback and views on your therapy, its progress, and other aspects of the therapy, and your honest and open response will help determine your clinician's course of treatment.

Sometimes, more than one approach can be helpful in dealing with a certain situation. During evaluation or therapy, remembering or talking about unpleasant events, feelings, or thoughts can result in a client experiencing considerable discomfort or strong feelings such as anger, sadness, worry, fear, or other unpleasant emotions. Some clients experience symptoms of anxiety, depression, insomnia, etc. Your clinician may challenge some of your assumptions or perceptions or even propose different ways of looking at a situation, thinking about it, or different approaches that can cause you to feel upset, angry, depressed, challenged, or disappointed.

Attempting to resolve issues that brought you to the therapy in the first place such as personal or interpersonal relationships, may result in changes that were not originally intended.

Psychotherapy may result in decisions about changing behaviors, employment, substance use, schooling, housing, or relationships.

During the course of therapy, your clinician will utilize various psychological and motivational approaches, in part, to the problem being treated and the assessment of what will best benefit the client. These approaches include, but are not limited to, behavioral, cognitive behavioral, psychodynamic, existential, system family, developmental, psychoeducational, EMDR, or coaching techniques.

Treatment Plan Discussion

During the first session and throughout the treatment process, your clinician will discuss with you your understanding of the problem, treatment plan, therapeutic objectives, and your view of the

possible outcomes of treatment. If you have any unanswered questions about any of their procedures used in the course of your therapy potential risks, your clinician's expertise and utilizing the intervention, or the treatment plan, please ask your clinician. They will be happy to fully discuss and explain so that your concerns are met. You also have the right to ask about other treatments for your condition as well as any risks or benefits. If you could benefit from any treatment that your clinician does not provide, your clinician has an ethical obligation to assist you in obtaining those treatments. Your clinician will refer you to the appropriate specialist if necessary.

Therapy Office Policies: Dual Relationships

You may encounter your clinician in the community. Most often this encounter is not with a smile and a hello and a friendly way that we greet most individuals in our community. Not all dual relationships are unethical or avoidable. However, sexual involvement between therapist and client is never part of the therapy process, as well as other actions or dual relationships that might impair your clinician's objectivity, clinical judgment, or therapeutic effectiveness or that could be exploited in nature. Additionally, your clinician will never acknowledge working therapeutically with any of their clients without their written permission. In some instances, even with permission, your clinician will work to preserve the integrity of the working relationship. For this reason, your clinician will not accept any invitations through social media sites such as Facebook, Instagram, or LinkedIn.

Termination, Transfer and Referral

During the initial intake process, and the beginning sessions, your clinician will assist if they can benefit you. If you have requested online consultation your clinician's assessment will include your suitability for psychotherapy delivered by a technology. Your clinician will not accept clients who, in their opinion, they cannot help. In such a case, they will give you referrals that may be of assistance to you. If, at any point during psychotherapy, your clinician assesses that they are not effective in helping you reach your therapeutic goals, they are obliged to discuss this with you up to and including termination of treatment. In such a case, your clinician would give you a number of referrals that may be of help to you. If you request an authorize and writing, your clinician will talk to the psychotherapist of your choice in order to help with the transition. If at any time you want another professional's opinion or wish to consult with another therapist, your clinician will help you in finding someone qualified and if your clinician has written consent, they will provide him or her with the essential information needed. You have the right to terminate therapy at any time. If you choose to do so, I will provide you with the names of other qualified professionals whose services you might prefer.

Therapy office policies: privacy and confidentiality

All information disclosed within sessions and the written records pertaining to those sessions are confidential and may not be revealed to anyone without your written permission except where disclosure is required by law. Likewise, You are expected to keep our communications confidential, and understand that all records of communication between client and clinician remain the property of Fallen Timbers Holistic Services, LLC or your clinician. Verbal material from therapy sessions remains in the client's record and should never be revealed publicly unless both client and clinician agree. For more information see also notice of privacy practices form.

When disclosure is required by law

Some of the circumstances where the law requires disclosure are where there is a reasonable suspicion of child, dependent, elder, or animal abuse or neglect and where a client presents a danger to self, to others, to property, or as gravely disabled. For more information see also notice of privacy practices form.

When disclosure may be required

Disclosure may be required pursuant to a legal proceeding. If you are involved in a custody dispute or if you place your mental status at issue in litigation initiated by you, the defendant may have the right to obtain the psychotherapy records and/or testimony by your clinician. In couple and family therapy, or when different family members are seen individually, confidentiality and privilege do not apply between the couple or family members. Your clinician will use their clinical judgment when revealing such information. Your clinician will not release records to any outside party unless authorized by all adult family members who were part of the treatment.

Harm to self or others

If there is an emergency during our work together, or in the future after termination, in which your clinician becomes concerned about your personal safety, the possibility of you injuring someone else, or about you receiving proper psychiatric care, your clinician will do whatever they can within the limits of the law, to prevent you from injuring yourself or others and to ensure that you receive the proper medical care. For this purpose, your clinician may contact the police, hospital, or an emergency contact whose name you have provided.

Confidentiality of online, cell phone, and fax communication

We communicate via email for scheduling purposes. All therapeutic issues are discussed in the office. Additionally

- Text messaging via mobile phone is acceptable for appointments and housekeeping issues only.
- If you call your therapist, please be aware that the conversation may not be confidential due to the nature of mobile phones.
- If you send a fax, the practice fax is cure
- Any computer files referencing our communication are maintained using secure and encrypted measures.
- Your clinician will not respond to personal and clinical concerns via regular email.
- If you wish to use email to journal information between sessions, please understand that your clinician may not have the opportunity to review your journal emails until the next scheduled session.
- Please understand that emails between sessions that contain confidential information may be intercepted in transmission.

Fallen Timbers holistic services, LLC and your clinician will make every effort to keep all information confidential. Likewise, if we are working online together please determine who has access to your computer and electronic information from your location. This would include family members, coworkers, supervisors, and friends and whether or not confidentiality from your work or personal computer may be compromised. You were encouraged to only communicate through a computer that you know is safe, so that confidentiality can be insured. Be sure to exit all online counseling sessions and emails fully.

If you use location based services (LBS) on your mobile phone, you may wish to be aware of the privacy issues related to using these services. If you have GPS tracking enabled on your device it is possible that others may surmise that you are a therapy client due to regular check ins at the practice on a weekly basis. Please be aware of this risk if you are intentionally checking in from my office or have a passive LBS app enabled on your phone.

Litigation Limitation

Due to the nature of the therapeutic process and the fact that often involves making a full disclosure with regard to many matters which may be of a confidential nature, it is agreed that should there be legal proceedings (such as, but not limited to divorce and custody disputes, injuries, lawsuits, etc.), neither the client, nor their attorney, nor anyone else acting on your behalf will call on me to testify in court or at any other proceeding, nor will disclosure of the psychotherapy records be requested.

Consultation and Peer Supervision

All clinicians with fallen Timbers holistic services, llc consult regularly with other professionals regarding their clients; however, the clients name or other identifying information is never

disclosed. The client's identity remains completely anonymous, and confidentiality is fully maintained.

Considering all of the above exclusions, if it is still appropriate, upon your request, I will release information to any agency person you specify unless I conclude that releasing such information might be harmful in any way.

Telephone and Emergency Procedures

If you need to speak with your clinician between sessions to alert them of an emergency, please contact them directly. Calls will be returned as soon as possible. Messages are checked daily, during business hours. Messages are checked less frequently on weekends and holidays. If an emergency situation arises that requires immediate attention, you may call the Suicide Helpline at 988, or dial 911. If a life-threatening crisis should occur, you agree to contact a crisis hotline, call 911, or go to a hospital emergency room.

Fee for Service and Our Cancellation Policy

We are in network with Anthem Blue Cross Blue Shield, Front Path, Aetna, Medical Mutual, Tricare, Molina, United Healthcare/OPTUM/UMR, Cigna, and many Ohio Medicaid MCO's.

For those who wish not to use insurance, our private pay rate is \$125 per hour. Have limited abilities for sliding scale or pro bono services.

Scheduling an appointment involves a reservation of time, specifically some side for the client, a minimum of 24 hours notice is required for rescheduling or canceling an appointment. Unless we reach a different agreement, the full fee will be charged for sessions missed without such notification.

Disputes and Complaints

All clients are urged to address any complaints that they have with their therapist directly. Any client that has a complaint or concern about the services provided and feel that they are not comfortable discussing with their therapist, may either speak with another clinician or contact the licensing board for the state of Ohio.

All disputes arising out of or in relation to this agreement to provide psychotherapy services shall first be referred to mediation before and as a precondition of initiating arbitration. The mediator shall be a neutral third party chosen by agreement of Fallen Timbers Holistic Services, LLC, and the clients. The cost of such mediation, if any, shall we split equally unless otherwise agreed. In the event that mediation is unsuccessful, any unresolved controversy related to this agreement

should be submitted to and settled by a binding arbitration in accordance with the rules of the American arbitration association, which are in effect at the time the demand for arbitration is filed.

Notwithstanding the foregoing, in the event that your account is overdue and there is no agreement on a payment plan, Fallen Timbers Holistic Services, LLC can use legal means to obtain payment. The prevailing party and arbitration or collection proceedings shall be entitled to recover a reasonable sum for attorneys fees. In the case of arbitration, the arbitrator will determine that sum.

Limitations Regarding Online Therapy

The client understands that distance therapy is a different experience as compared to in person sessions, among those being the lack of personal face to face interactions, and the lack of visual and audio cues in the therapy process to which you may have previously come to expect. Clients understand that telephone online psychotherapy is not a substitute for medication under the care of a psychiatrist or doctor. Clients understand that online and telephone therapy is not appropriate if you are experiencing a crisis or having suicidal or homicidal thoughts.

As previously stated, if a life threatening crisis should occur, you agree to contact a crisis hotline, call 911, or go to a hospital emergency room.

The client also understands that all clinicians at fallen Timbers holistic services, llc follow the laws and professional regulations of the state of Ohio and the psychotherapy treatment will be considered to take place in Ohio or other states to which the clinician holds a license to practice psychotherapy.

Fallen Timbers Holistic Services LLC Office Policies

All clients are required to read & sign Timbers holistic services informed consent and policy documents prior to their first visit.

Please note that you may schedule an appointment online. Your scheduled appointment indicates acceptance of our hipaa and informed consent policies, which are regularly updated.

If you are in crisis or this is a life threatening emergency, go to the nearest emergency room for assistance. Will have someone to help you there. Office and online appointments are not appropriate for acute and crisis situations. If you are a current client, please contact your clinician to set up an appointment after someone sees you in the emergency room.

In counseling sessions, confidentiality is key. Confidence is safeguarded with the expectations of harmed self for others. Outlined in the informed disclosure above.

You will be seen according to your confirmed appointment, we use an online scheduling system which will send a reminder email.