

## CLIENT SERVICES AGREEMENT

Welcome to my office and thank you for consulting me. I hope that in my work with you I will be able to resolve whatever difficulties led you to make this appointment. Your decision to seek help is the first important step. As a licensed therapist, I am committed to providing you with the best services I can within the scope of my training. Please feel free to ask questions about my background and training, and the services that I provide.

### Psychological Services

Psychotherapy is hard to describe in general statements and can vary depending on the therapist, client, and the particular problems. Psychotherapy is not like a medical doctor visit. Instead, it calls for a very active effort on your part.

Psychotherapy can have benefits and risks. Since therapy often involves discussing unpleasant aspects of your life, you may experience uncomfortable feelings like sadness, guilt, anger, frustration, loneliness, and helplessness. On the other hand, psychotherapy has also been shown to have benefits for people and often leads to better relationships, solutions to specific problems, and significant reductions in feelings of distress. However, there are no guarantees of what you will experience.

Our first three sessions will involve my getting an overall sense of the difficulties in your life and the resources available to support you. By the end of this process, I will be able to offer you some first impressions of what our work will include and we can discuss what will follow. You should evaluate this information along with your own opinions to determine whether you feel comfortable working with me. Therapy involves a large commitment of time, money, and energy, so you should be very careful about the therapist you select. If you have questions about my procedures, we should discuss them whenever they arise.

### Appointments & Cancellations

Please read these policies and the **Fee Agreement** carefully because I will be enforcing them without exception.

Meetings consist of 60-70minute sessions at a frequency and time determined by the both of us, although optimum frequency, determined by ample research, is weekly sessions. Sessions beyond this 60-70-minute hour time are charged a proportionately higher rate. Each of us is responsible for keeping the appointment we have settogether in a faithful manner, although some flexibility may be necessary. I will make every effort to begin appointments on time and to give you sufficient notice if I plan to be away from the office.

In return, please arrive promptly as I cannot extend session times and notify me at least 48 hours in advance, if you will be unable to keep your appointment. If you cannot reach me directly, please leave a message. Sessions that are not cancelled within 48 hours notice will be charged to your account in their entirety and cannot be billed to insurance. I will try to reschedule appointments if requested and understand that there are emergencies. Of course, you are not charged for my absences.

I realize that due to business and family obligations, some appointments need to be rescheduled; I will attempt to do so. However, because I have more requests for services than I have available times, appointments are at a premium. Also, please be aware that my fee is payment for my time. Thus, a client who cancels sessions on a frequent basis may be asked to consider withdrawing from treatment until their schedule allows them to keep appointments. Please understand that therapy is a weekly commitment;. Consistency is crucial to effective treatment and I have a limited amount of time slots and if you miss your appointment, I am usually unable to put anyone else in your time slot. If you have other appointments to schedule, please try to schedule them at another time. If

your schedule is likely to change from week to week, bring your schedule for the following week to your session so that we may plan your next appointment. I will be unable to continually reschedule your appointments every week, so please make sure you will be able to commit to ongoing treatment. Please understand that it is necessary to set these policies to ensure that my practice will be able to provide outstanding service to all of my clients. Otherwise, valuable time is spent on rescheduling.

The office is usually closed on major federal holidays, including Labor Day, Thanksgiving (and the day after), Christmas and New Years, and the 4th of July. If your regular appointment falls on a holiday, I will make every effort to reschedule. In case of inclement weather, I hope that you will make every effort to attend your session. Please call the office to ask about my availability at these times.

### Contacting Me

I am often not immediately available by telephone. While I am usually available between 9 am and 9pm Monday through Friday, I will not answer the phone when I am with a client. When I am unavailable, my telephone is answered by voicemail that I monitor frequently. I will make every effort to return your call on the same day you make it, with the exception of weekends and holidays when I will respond to emergencies only. If you are difficult to reach, please inform me of some times when you will be available. If you are unable to reach me and feel that you can't wait for me to return your call, please contact your nearest emergency room and inform the operator that it is a psychiatric emergency. If I am unavailable for an extended time, I will discuss with you options, including emergency contacts and a covering clinician.

### Professional Records

Both federal and state laws and the standards of my profession require that I maintain appropriate treatment records. Access to these records is governed by federal and state laws. If you have any questions about your records, please let me know. Should there be an approved request for records, I can prepare a summary. Clients will be charged an appropriate fee for my preparation time that is required to comply with an information request. appropriate treatment records. Access to these records is governed by federal and state laws.

This office complies with all HIPAA regulations.

### Fees, Payment & Insurance

In order for us to create a plan for treatment, it is important to evaluate the resources that each of us bring to treatment. You must think realistically about financial and time resources you have available. Please read the accompanying **Fee Agreement** carefully in order that you completely understand payment policies

Your signature below indicates that you have read the information in the Client Services Agreement and agree to abide by its terms during our professional relationship

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Print name

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Signature and Date

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Print name

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Signature and Date