

Elbow Tree Christian Counseling, LLC
Authorization, Information, & Consent for Treatment
Sylvia Carpenter, M.A., Candidate for Licensure

The following information is provided to our clients to assist them in understanding the policies and procedures at our office. We strive to provide care which is both affordable and of the highest quality. Please do not hesitate to ask questions at any time.

Scheduling Appointments:

To contact a therapist and make an appointment, call 423.517.7070 and select your therapist's voicemail extension. You may call at any time. Leave your name, a brief message and a contact number and your call will be returned as promptly as possible. Please make sure your voice-mailbox is set up, that it clearly identifies that it is yours by name, and that there is adequate space available to lodge a message in it. Unless your mailbox is clearly identified as yours, your therapist cannot leave you a message upon their return call.

Appointments are on Eastern Time. As a courtesy, we will usually text before an appointment as a reminder. You are responsible for your scheduled time whether we are able to remind you or not. A twenty-four (24) hour notice is required if you must cancel your reserved time. Otherwise, late cancellations or no-shows will be charged the rate of your full **Session Fee**. Clients arriving late to appointments are responsible for the full **Session Fee** even though the full session will not be available. In case of inclement weather (e.g., snow and ice) please call the office to determine if we will be open.

Minor children may not be brought into counseling appointments or left in the waiting area unattended. If you are not able to secure childcare prior to your appointment, then you will need to call and cancel your appointment in advance and reschedule for another suitable time.

Fees and Payment:

The fee for a 50-minute session is \$100.00. Cash, personal checks, debit cards, credit cards, and health savings account cards are all accepted. All card charges will include a \$3.00 service fee. It is the policy of *Elbow Tree Christian Counseling, LLC* that the **Session Fee** is to be paid at the beginning of each session. There will be a \$25.00 processing fee for all returned checks. An invoice or receipt will be available if you request one. If you have an upcoming session, but do not have the ability to pay, then you will need to cancel your appointment in advance and reschedule for a more suitable time.

Other contingent fees associated with your work may be: One (1) email counseling exchange, including one follow-up exchange - \$50.00; other counseling related services (phone counseling, letters, preparing and sending records, etc.) - \$2.00/minute. Also, I am not able to participate with insurance or as an out-of-network provider. Until licensure, I am also not qualified to be a part of any court-ordered or legal process.

Fee Payment Agreement

I understand and agree that I will be charged for and required to pay for missed appointments, at the full **Session Fee**, if not cancelled at least 24 hours in advance.

50-minute Session Fee \$ _____

Signature of adult client or parent/legal guardian of client less than 18 years of age

Date

Communication Security:

Your confidentiality is of the utmost important to us. Outside of the counseling room, our communications can include telephone, video chatting, texting, email, snail mail, and online scheduling. When communications are "secure", it indicates that there are means in place, such as encryption, to keep things private. Front to back-end encryption means that the sender and receiver are both operating on a secure & private channel. Ask your particular counselor about opportunities we have for you to participate in secure video chatting, email and texting. Telephone conversations and online scheduling are not able to be secured at this time, so keep this in mind when choosing to utilize these means of communication. It is the Elbow Tree's policy, in compliance with HIPAA, to not send a client's PHI (protected health information) over unsecured channels. PHI would include any "personally identifiable" health data. If you, as a client, send your PHI to us, it will be unsecured unless we have pre-established a secure channel together.

I accept and affirm Elbow Tree's policies regarding secured communications pertaining to my PHI. My initials indicate that I accept, understand, and assume the risk of telephone calls, video chatting, texting, emailing and online scheduling that is not sender-receiver-sender encrypted.
_____(initials)

Emergencies and After-Hours Communication:

After office hours, if your situation is a medical emergency, please call 911 immediately or your local emergency services for assistance. Should you call or email me between appointments, please provide a clear message and include your return contact information. Your call or email will be responded to as promptly as possible, generally between 24-48 hours. Any in-between session communication will be subject to a reasonable fee, as stated above. In order for me to return your call and, if necessary, to leave you a voice-mail, please be sure your mailbox is set up, that it clearly identifies that it is yours by name, and that there is adequate space available to lodge a message in it. Unless your mailbox is identified as yours, I cannot leave you a message.

Supervision:

I, *Sylvia Carpenter*, hold a master's degree in Clinical Mental Health Counseling and am actively seeing clients as a Candidate for Licensure in the State of Tennessee. I am employed by Elbow Tree Christian Counseling, LLC, which provides me with an appropriate clinical setting, further professional development and weekly supervision as I accumulate direct client hours and supervision required for me to eventually be licensed in Tennessee. Once licensed, I will be able to practice on my own as an independent practitioner. My supervisor is Steve McIlvaine, M.A., LMFT, LPC-MHSP, Approved Supervisor in TN. Steve has 33 years of clinical experience and has been supervising recent graduates from their master's programs, like myself, for 25 years. His contact number is: 423.556.0305.

Privileged Communications:

Mental Health Providers, like myself, have a strong privileged communication law in Tennessee, which carries virtually the same legal status as that of attorney-client. As the client, your disclosures and communications are considered privileged and confidential, and your records are protected under federal and state regulations governing confidentiality and cannot be disclosed or released without your written consent unless the following circumstances are believed to or do exist; (1) where the abuse or endangering neglect of children, the elderly, or the disabled or of incompetent individuals is known or reasonably suspected; (2) where the validity of a will of a former client is contested; (3) where such information is necessary for the counselor to defend him or herself against a malpractice action brought by a client; (4) where an immediate threat of physical violence against a readily identifiable victim is disclosed to the counselor; (5) in the context of civil commitment proceedings, (6) where an immediate lethal threat of self-inflicted harm is disclosed to the counselor; (7) where the client, by alleging mental or emotional damages in litigation, puts his or her mental state at issue and the clinical record is required by the court, (8) where the client is examined pursuant to a court order, and (9) within the process of supervision and/or peer consultation, where I will need to review "non-identifying details" of your case with other counseling professionals. With the foregoing exceptions in mind, all aspects of your record are kept private, confidential, and privileged unless you specifically sign and authorize a release of information divulging information from your clinical record.

Your Informed Consent to Receive Care:

INTAKE INTERVIEW: The intake interview is an opportunity for you and I to begin the work of identifying and evaluating the situation you are presenting. A main goal of this initial interview is to match your identified needs with the most helpful resources available. Occasionally, this will mean a referral to another therapist at Elbow Tree, the Cooperative, or an outside professional or agency. If an outside referral is deemed appropriate, Elbow Tree will make every effort to connect you with the therapeutic resources best suited to meet the needs with which you initially present.

LIMITATIONS OF SERVICES: I understand that Elbow Tree's services are limited to psychological and spiritual evaluation, assessment, consultation, and intervention. I understand that interventions may include consultation, counseling, and psychotherapy oriented toward helping you face life's challenges from a Biblical perspective. I understand that Elbow Tree is not promising a cure or offering any guarantee of results or improvement of any condition or situation. I understand that while Tennessee law may permit minors sixteen years and older to consent to mental health care without parental consent, The Elbow Tree does not treat minors without parental permission or authorization.

ASSUMPTION OF RISKS: I understand that the potential risks of undergoing psychological and/or counseling services may include limited precision of psychological assessment procedures, possible disagreement with the opinions offered to me, and possible increased emotional distress concerning my situation. I also understand that any court order requiring me to obtain psychological services is an obligation solely between myself and the courts and NOT the provider. I accept full responsibility for payment of all charges rendered under such obligations.

COMPLAINT PROCEDURES: If you are dissatisfied with any aspect of our work, please inform Greg Seymour, owner of Elbow Tree, immediately. This will make our work together more efficient and effective. If a problem arises requiring a legal remedy to solve, the client agrees to solve all problems through the means above or independent mediation and not in the pursuit of formal litigation.

Complaints should also be registered with the Tennessee Department of Health, Attn: Office of Investigations, 665 Mainstream Drive, 2nd Floor, Suite 201, Nashville, TN 37243, (1.800.852.2187).

Patient Authorization & Consent for Treatment

You have been provided with the preceding information fully informing you about the policies of our office and some of the parameters of the care you will receive. Psychiatric and psychological care, like other things in life, offers no absolute guarantee of success and there are limitations to any form of care offered to a client. Since such limitations are always a function of the particular situation in question, an individualized treatment plan will be constructed and discussed with you. Please discuss any questions you have regarding these policies and/or procedures with me.

By signing below, you are acknowledging that you have read, understood, and are fully consenting to the policies and procedures of Elbow Tree Christian Counseling, LLC. Your signature acknowledges your complete authorization for treatment and informed consent for care.

Signature of adult client or parent/legal guardian of client less than 18 years of age

Date

Witness

Date

