



OFFICE POLICIES AND GENERAL INFORMATION AGREEMENT FOR PSYCHOTHERAPY SERVICES

The process of therapy/evaluation

Participation in therapy can result in a number of benefits to you, including improving interpersonal relationships and resolution of the specific concerns that led you to seek therapy. Working toward these benefits, however, requires effort on your part.

Psychotherapy requires your very active involvement, honesty, and openness in order to change your thoughts, feelings, and/or behavior. Ravenhill Psychological Services will ask for your feedback and views on your therapy, its progress, and other aspects of the therapy and will expect you to respond openly and honestly. 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 your experiencing considerable discomfort or strong feelings of anger, sadness, worry, fear, and so forth, or experiencing anxiety, depression, insomnia, and so forth. Ravenhill Psychological Services may challenge some of your assumptions or perceptions or propose different ways of looking at, thinking about, or handling situations that can cause you to feel very upset, angry, depressed, challenged, or disappointed. Attempting to resolve issues that brought you to 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. Sometimes a decision that is positive for one family member is viewed quite negatively by another family member. Change will sometimes be easy and swift, but more often it will be slow and even frustrating.

There is no guarantee that psychotherapy will yield positive or intended results. During the course of therapy, Ravenhill Psychological Services is likely to draw on various psychological approaches according, in part, to the problem that is being treated and their assessment of what will best benefit you. These approaches include behavioral, cognitive-behavioral, psychodynamic, existential, system/family, developmental (adult, child, family), or psychoeducational.

Initiating Treatment

Ravenhill Psychological Services provides psychotherapy to an array of clients. Clients under 14 years of age may only be seen with the explicit consent of both parents/guardians. In cases where separated/divorced parents share custody, written permission will be obtained from both parents. If one of the parents/guardians refuses consent to treatment, services will not commence. In the event of sole custody agreements, the custodial parent must provide a copy of the court decree reflecting the custody agreement. This document will be incorporated into the client's medical file.

Ravenhill Office Policies and General Information

Clients 18 years of age or older are required to initiate their own services. Agents of Ravenhill Psychological Services may not make inquiries or initiate services for an adult client without their consent.

Discussion of treatment plan

Within a reasonable period of time after the initiation of treatment, Ravenhill Psychological Services will discuss with you (client) his/her working understanding of the problem, treatment plan, therapeutic objectives, and view of the possible outcomes of treatment. If you have any unanswered questions about any of the procedures used in the course of your therapy, their possible risks, Ravenhill Psychological Services' expertise in employing them, or about the treatment plan, please ask and you will be answered fully. You also have the right to ask about other treatments for your condition and their risks and benefits. If you could benefit from any treatment that Ravenhill Psychological Services does not provide, Ravenhill Psychological Services has an ethical obligation to assist you in obtaining those treatments.

Termination

As set forth above, after the first few meetings, Ravenhill Psychological Services will assess if they can be of benefit to you. Ravenhill Psychological Services does not accept clients who, in their opinion, cannot benefit from services offered. In such a case, Ravenhill Psychological Services will provide you a number of referrals that you can contact. If at any point during psychotherapy, Ravenhill Psychological Services assesses that they are not effective in helping you reach the therapeutic goals, Ravenhill Psychological Services is obliged to discuss it with you and, if appropriate, to terminate treatment. In such a case, Ravenhill Psychological Services would give you a number of referrals that may be of help to you. If you request it and authorize it in writing, Ravenhill Psychological Services 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, Ravenhill Psychological Services will assist you in finding someone qualified, and, with your written consent, will provide her or him with the essential information needed. You have the right to terminate therapy at any time. If you choose to do so, Ravenhill Psychological Services will offer to provide you with names of other qualified professionals whose services you might prefer.

Dual relationships

Not all dual relationships are unethical or avoidable. Therapy never involves sexual or any other dual relationship that impairs Ravenhill Psychological Services' objectivity, clinical judgment, or therapeutic effectiveness or can be exploitative in nature. Ravenhill Psychological Services will assess carefully before entering into nonsexual and nonexploitative dual relationships with clients. Many clients know each other and Ravenhill Psychological Services from the community. Consequently, you may bump into someone you know in the waiting room or in the community. Ravenhill Psychological Services will never acknowledge working therapeutically with anyone without his/her written permission.

Ravenhill Office Policies and General Information

Many clients choose Ravenhill Psychological Services as their therapist because they know them before they enter into therapy with the therapist and/or are aware of their stance on the topic. Nevertheless, Ravenhill Psychological Services will discuss with you the potential complexities, potential benefits, and difficulties that may be involved in such relationships. Dual or multiple relationships can enhance therapeutic effectiveness but can also detract from it and often it is impossible to know that ahead of time.

It is your, the client's, responsibility to communicate to Ravenhill Psychological Services if the dual relationship becomes uncomfortable for you in any way. Ravenhill Psychological Services will always listen carefully and respond accordingly to your feedback. Ravenhill Psychological Services will discontinue the dual relationship if it is interfering with the effectiveness of the therapeutic process or the welfare of the client and, of course, you can do the same at any time.

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 (client's) written permission, except where disclosure is required by law. Most of the provisions explaining when the law requires disclosure were described to you in the notice of privacy practices that you received with this form.

When disclosure is required by law

Some of the circumstances where disclosure is required by the law are: where there is a reasonable suspicion of child, dependent, or elder abuse or neglect; and where a client presents a danger to self, to others, to property, or is gravely disabled (for more details see also notice of privacy practices form).

When disclosure may be required

Disclosure may be required pursuant to a legal proceeding. 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 Ravenhill Psychological Services. ***In couple and family therapy, or when different family members are seen individually, confidentiality and privilege do not apply between the couple or among family members.*** Ravenhill Psychological Services will use clinical judgment when revealing such information. Ravenhill Psychological Services will not release records to any outside party unless so authorized to do so by the client or guardian if the client is under the age of 14.

Health Insurance and Confidentiality of Records

Disclosure of confidential information may be required by your health insurance carrier or HMO/PPO/MCO/EAP in order to process the claims. If you so instruct Ravenhill Psychological Services only the minimum necessary information will be communicated to the carrier. Unless authorized by you explicitly, the psychotherapy notes will not be disclosed to your insurance carrier. Ravenhill Psychological Services has no control or knowledge over what insurance companies do with the information s/he submits or who has access to this information. You must be aware that

Ravenhill Office Policies and General Information

submitting a mental health invoice for reimbursement carries a certain amount of risk to confidentiality, privacy, or to future eligibility to obtain health or life insurance. The risk stems from the fact that mental health information is entered into insurance companies' computers and soon will also be reported to the Congress-approved National Medical Data Bank. Accessibility to companies' computers or to the National Medical Data Bank database is always in question, as computers are inherently vulnerable to break-ins and unauthorized access. Medical data have been reported to have been sold, stolen, or accessed by enforcement agencies; therefore, you are in a vulnerable position.

Confidentiality of e-mail, cell phone, and fax communication

It is very important to be aware that e-mail and cell phone (also cordless phones) communication can be relatively easily accessed by unauthorized people and, hence, the privacy and confidentiality of such communication can be easily compromised. E-mails, in particular, are vulnerable to such unauthorized access due to the fact that servers have unlimited and direct access to all e-mails that go through them. Faxes can be sent erroneously to the wrong address. Please notify Ravenhill Psychological Services at the beginning of treatment if you decide to avoid or limit in any way the use of any or all of the above-mentioned communication devices. Please do not use e-mail or faxes in emergency situations.

Litigation Limitation

Due to the nature of the therapeutic process and the fact that it often involves making a full disclosure with regard to many matters that 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 you (client) nor your attorney, nor anyone else acting on your behalf will call on Ravenhill Psychological Services to testify in court or at any other proceeding, nor will a disclosure of the psychotherapy records be requested.*

Consultation

Ravenhill Psychological Services consults regularly with other professionals regarding their clients; however, the client's name or other identifying information is never mentioned. 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, Ravenhill Psychological Services will release information to any agency/person you specify unless Ravenhill Psychological Services concludes that releasing such information might be harmful in any way.

Emergencies

If there is an emergency during our work together, or in the future after termination, where Ravenhill Psychological Services becomes concerned about your personal safety, the possibility of you injuring someone else, or about you receiving proper psychiatric care, Ravenhill Psychological Services will do whatever s/he can within the limits of the law to prevent you from injuring yourself

Ravenhill Office Policies and General Information

or others and to ensure that you receive the proper medical care. For this purpose, s/he may also contact the police, hospital, or the person whose name you have provided on the biographical sheet.

Telephone and emergency procedures

If you need to contact Ravenhill Psychological Services between sessions, please leave a message on the answering machine (215) 345-8828 and your call will be returned as soon as possible. Ravenhill Psychological Services checks messages a few times a day but never after regular business hours. Ravenhill Psychological Services checks the messages less frequently on weekends and holidays. If an emergency situation arises, please indicate it clearly in your message. If you need to talk to someone right away, you can call the Police (911), or the 24-hour psychiatric emergency number, 1-800-499-7455 or go to the nearest emergency room for crisis services.

Payments and insurance reimbursement

Clients who are considered private pay or receiving out-of-network services are expected to pay the standard fee per 45 -minute session. Ravenhill's fee schedule is available upon request of the client. Payment is required at the end of each session or at the end of the month unless other arrangements have been made. Clients who carry insurance but are participating in out of network services should remember that professional services rendered are charged to the clients and not to the insurance companies. Unless agreed upon differently, Ravenhill Psychological Services will provide you with a copy of your receipt on a monthly basis, which you can then submit to your insurance company for reimbursement if you so choose. As was indicated in the section "Health Insurance and Confidentiality of Records," you must be aware that submitting a mental health invoice for reimbursement carries a certain amount of risk. Not all issues/conditions/problems that are the focus of psychotherapy are reimbursed by insurance companies. It is your responsibility to verify the specifics of your coverage.

Telephone conversations, site visits, report writing and reading, consultation with other professionals, release of information, reading records, longer sessions, travel time, and so forth, will be charged at the same rate, unless indicated and agreed otherwise. Please notify Ravenhill Psychological Services if any problem arises during the course of therapy regarding your ability to make timely payments.

Public Insurance

Clients who have public insurance (Medicaid) are advised that services rendered are billed to the insurance company on a monthly basis. In addition, the status of your insurance coverage is verified before each scheduled appointment. In the event that your insurance coverage has lapsed you will be notified by Ravenhill to make other arrangements for payment in order to continue services without disruption. Clients should be advised that a lapse/termination in public insurance benefits may result in a suspension of services. It is the client's

Ravenhill Office Policies and General Information

responsibility to maintain insurance coverage as well as inform Ravenhill of any changes in benefits.

Private/Commercial Insurance

Clients who have private/commercial insurances are advised that services rendered are billed directly to your insurance carrier. For some clients, co-pay is required to be paid out of pocket. Co-payment is expected to be paid at the time service is rendered; a receipt will be issued to the client per his/her request. Services may not be rendered without such payment unless other arrangements have been made between the client and Ravenhill.

In the event a client has a deductible, it is his/her responsibility to inform Ravenhill if this deductible has been met prior to beginning services. If the deductible has not been met, the client is required to pay out-of pocket for services. Ravenhill will submit verification of payment to the insurance carrier at the end of the month. When the deductible has been met, Ravenhill will notify the client and services will be billed directly to the insurance carrier.

If the client's insurance carrier rejects payment of services because the client's policy has lapsed, changed, or been cancelled Ravenhill reserves the right to bill the client directly for services rendered. Ravenhill will notify the client of such payment rejections. ***It is the client's responsibility to inform Ravenhill immediately of any changes in insurance coverage/benefits.***

Cancellation

Since scheduling of an appointment involves the reservation of time specifically for you, a minimum of ***24 hours' notice is required*** for rescheduling or canceling an appointment. Unless we reach a different agreement, ***\$60.00*** will be charged for sessions missed without such notification. Most insurance companies do not reimburse for missed sessions. In such instances, the client will be directly billed by Ravenhill Psychological Services.

Mediation and arbitration

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, the initiation of arbitration. The mediator shall be a neutral third party chosen by agreement of Ravenhill Psychological Services and client(s). The cost of such mediation, if any, shall be 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 binding arbitration in Bucks County, Pennsylvania in accordance with the rules of the American Arbitration Association, that are in effect at the time the demand for arbitration is filed. Notwithstanding the foregoing, in the event that your account is overdue (unpaid) and there is no agreement on a payment plan, Ravenhill Psychological Services can use legal means (court, collection agency, etc.) to obtain payment. The prevailing party in arbitration or collection

Ravenhill Office Policies and General Information

proceedings shall be entitled to recover a reasonable sum for attorneys' fees. In the case of arbitration, the arbitrator will determine that sum.