

**The Center for Growth, Inc.**  
(215) 922-LOVE (5683)  
www.TheCenterForGrowth.Com

This form is called a Consent for Services (the "Consent"). Your therapist, social worker, marriage and family therapist, counselor, psychologist, ("Provider") has asked you to read and sign this Consent before you start therapy. Please review the information. If you have any questions, contact your Provider.

This document is designed to ensure that you understand our professional relationship. At The Center for Growth our desire is to help you meet your goals. To do so, may require one session, several months, or even years of counseling. As a client, you have the right to end your counseling relationship at any point. If counseling is successful, you should feel that you are able to face your immediate challenges.

Although your sessions may be psychologically intimate, it is important for you to realize that your relationship with your therapist is a professional rather than a social one. Please do not invite your therapist to social gatherings, offer gifts, or ask your therapist to relate to you in any way other than in the professional context of your counseling sessions. Your therapist will keep confidential the contents of a counseling, intake, or assessment session. Both verbal and written records about a client can not be shared with another party without the written consent of the client or the client's legal guardian. It is the policy of The Center for Growth not to release any information about a client without a signed release of information.

#### Limits of Confidentiality

\* Duty to warn and protect: Your therapist is required by law to contact the police and your family if you disclose intentions and/or a plan to harm yourself or others.

\* If you have opted to be seen in person, and the therapist is diagnosed with COVID 19, the therapist may be required to disclose to the health department whom they have been in contact with. Contact tracing is used by health departments to prevent the spread of infectious disease. In general, contact tracing involves tracing involves identifying people who have an infectious disease and people who they came in contact with and working with them to interrupt the disease spread.

\* Abuse of children and vulnerable adult: if a client states / suggests that he or she is abusing a child / vulnerable adult, or has recently abused a child or vulnerable adult, or a child / vulnerable adult is in danger of abuse, your therapist is required by law to report this information to the appropriate social service / legal authorities.

- \* Prenatal exposure to controlled substances: As a healthcare professional, your therapist is required by law to report admitted prenatal exposure to controlled substances that are potentially harmful.
- \* In the event of a client's death: In the event of a client's death, the spouse or parents of a deceased client have a right to access their child's or spouse's therapy records.
- \* Professional misconduct: Professional misconduct by a health care professional must be reported by other health care professionals. In cases in which a professional or legal disciplinary meeting is being held regarding the health care professional's actions, related records may be released in order to substantiate disciplinary concerns.
- \* Court orders: Health care professionals are required to release records of clients when a court order has been placed.
- \* Minors/Guardianship: Parents or legal guardians of non-emancipated minor clients have the right to access the client's records
- \* Technology: Therapists use TherapyNotes.Com to maintain records / schedule appointments / collect payments and SpruceHealth.Com to speak on the phone or Video. Both programs are HIPPA compliant platforms.
- \* When fees for services are not paid in a timely manner, collection agencies may be utilized in collecting unpaid debts. The specific content of the services (e.g. diagnosis, treatment plan, case notes, testing) is not disclosed. If a debt remains unpaid it may be reported to credit agencies, and the client's credit report may state the amount owed, time frame, and the name of the clinic.

Information about clients may be disclosed in consultations with other professionals in order to provide the best treatment. In such cases the name of the client, or any identifying information, is not disclosed. Clinical information about the client is discussed.

\* When couples or families are receiving services, a joint file is kept. Therapists at the Center for Growth do NOT hold secrets between the people receiving services together. If you wish to keep some things confidential, then you are advised to seek services as an individual, not as a couple or a family. As an individual, you could have your partner (or family) attend some of the sessions. In session, you might notice that the primary difference between individual counseling and couples/family counseling is that the therapist will be focused on meeting your needs, as opposed to the collective needs of the family unit. From a confidentiality perspective, as an individual whose partner sometimes attends session, the partner will not have access to the records, unless a release of information form is signed by you.

### Client's Rights and Responsibilities

Clients have the right to know their therapist's experience and training.

Clients have the right to know about treatment choices and what their therapist can offer.

Clients have the right to receive treatment that is helpful to them.

Clients have the right to receive fair treatment, regardless of race, gender, disability or religion.

Clients have the right to a safe treatment environment, free from sexual, physical and emotional abuse.

Clients have the right not to answer any question, or provide information that, for any reason they do not want to provide.

Clients have the right to refuse audio or video recordings of their session (but you may ask for it if you wish).

Clients have the right to ask their therapist about their treatment progress.

Clients have the right to terminate treatment at any point for any reason. If you are court ordered to receive treatment then you still have the right to terminate treatment with your therapist, but there may be legal problems. Thus, it is best if you speak with your lawyer who can advise you further.

Clients have the right to file a complaint with the government or their therapist's professional group(s).

Clients have the responsibility to treat their therapist with dignity and respect.

Clients have the responsibility to give the therapist accurate information so that they can deliver the best care possible.

Clients have the responsibility to ask questions if they do not understand the therapy process.

Clients have the responsibility to follow the agreed upon treatment plan.

Clients have the responsibility to keep their appointments, and if they can't, to call as soon as possible to cancel.

Clients have the responsibility to openly talk about their concerns with the quality of care they are receiving and to report abuse/fraud.

Clients are responsible for payment of services received.

### IN-PERSON VISITS & SARS-CoV-2 ("COVID-19")

When guidance from public health authorities allows and your Provider offers, you can meet in-person. If you attend therapy in-person, you understand:

- You can only attend if you are symptom-free (For symptoms, see: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>);
- If you are experiencing symptoms, you can switch to a telehealth appointment or cancel. If you need to cancel, you will not be charged a late cancellation fee.
- You must follow all safety protocols established by the practice, including:
  - Following the check-in procedure;
  - Washing or sanitizing your hands upon entering the practice;
  - Adhering to appropriate social distancing measures;
  - Wearing a mask, if required;

- Telling your Provider if you have a high risk of exposure to COVID-19, such as through school, work, or commuting; and
- Telling your Provider if you or someone in your home tests positive for COVID-19.
- Your Provider may be mandated to report to public health authorities if you have been in the office and have tested positive for infection. If so, your Provider may make the report without your permission, but will only share necessary information. Your Provider will never share details about your visit. Because the COVID-19 pandemic is ongoing, your ability to meet in person could change with minimal or no notice. By signing this Consent, you understand that you could be exposed to COVID-19 if you attend in-person sessions. If a member of the practice tests positive for COVID-19, you will be notified. If you have any questions, or if you want a copy of this policy, please ask.

### Informed Consent To Telehealth

Telehealth allows my therapist to diagnose, consult, treat and educate using interactive audio, video or data communication regarding my treatment. I hereby consent to participating in psychotherapy via telephone or the internet (hereinafter referred to as Telehealth) with my therapist at The Center for Growth, I understand I have the following rights under this agreement: I have a right to confidentiality with Telehealth under the same laws that protect the confidentiality of my medical information for in-person psychotherapy. Any information disclosed by me during the course of my therapy, therefore, is generally confidential. There are, by law, exceptions to confidentiality, including mandatory reporting of child, elder, and dependent adult abuse and any threats of violence I may make towards a reasonably identifiable person. I also understand that if I am in such mental or emotional condition to be a danger to myself or others, my therapist has the right to break confidentiality to prevent the threatened danger. Further, I understand that the dissemination of any personally identifiable images or information from the Telehealth interaction to any other entities shall not occur without my written consent. I understand that while psychotherapeutic treatment of all kinds has been found to be effective in treating a wide range of mental disorders, personal and relational issues, there is no guarantee that all treatment of all clients will be effective. Thus, I understand that while I may benefit from Telehealth, results cannot be guaranteed or assured. I further understand that there are risks unique and specific to Telehealth, including but not limited to, the possibility that our therapy sessions or other communication by my therapist to others regarding my treatment could be disrupted or distorted by technical failures or could be interrupted or could be accessed by unauthorized persons. In addition, I understand that Telehealth treatment is different from in-person therapy and that if my therapist believes I would be better served by another form of psychotherapeutic services, such as in-person treatment, I will be referred to a therapist in my geographic area that can provide such services.

## Record Keeping

Your Provider is required to keep records about your treatment. These records help ensure the quality and continuity of your care, as well as provide evidence that the services you receive meet the appropriate standards of care. Your records are maintained in an electronic health record provided by TherapyNotes. TherapyNotes has several safety features to protect your personal information, including advanced encryption techniques to make your personal information difficult to decode, firewalls to prevent unauthorized access, and a team of professionals monitoring the system for suspicious activity. TherapyNotes keeps records of all log-ins and actions within the system.

## Communication

You decide how to communicate with your Provider outside of your sessions. You have a Hipaa Compliant option:

- By creating a SpruceHealth account you can text and call your provider on a secure line, though no method is entirely without risk.

For security reasons, we prefer to not be communicated with by email, but each provider does have a work email account. If you decide to be contacted via non-secure methods, your Provider will document this in your record.

## Legal Issues

If you are in the midst of any type of legal issues such as litigation, a dispute with your employer, separation or divorce, please inform your therapist immediately. Please be aware that in custody cases, therapists typically need signed permission from both parents, and that medical records are frequently subpoenaed when litigation is involved.

## Fee Information & Payment Policy

Your therapist agrees to provide counseling services for you in return for a fee. Each session, otherwise known as a clinical unit, defined as a 53 minute hour for assessment, and individual, family and relationship counseling. Our fees are stated on our website, and online when you schedule your session. My fee for consultation with a doctor, therapist, teacher or professional connected to your case for up to two hours are free of charge. Thereafter it is 50% of my normal rate for a 53 minute client hour spent discussing your care with the other professional. Under most circumstances, it is inappropriate for a psychotherapist to become involved in a treatment client's legal case. However, should

this become necessary, the fee for any time your therapist must spend in a forensic situation is double this/her/their fee per 1 hour unit.

Payment is expected at the time of service. Virtual sessions will require credit card payment. Credit Cards, and Cash are accepted for in person sessions. You will be given a receipt for all fees paid if you would like. Check with your insurance company to determine if your coverage honors outpatient counseling provided by The Center for Growth. Please note that many insurance companies require surveys that request information about symptoms, diagnosis, and treatment. By using your insurance plan you are granting permission for your therapist to communicate personal information to your insurance company. Please remember that The Center for Growth has no control of, or responsibility, for how information is handled once it is released to third parties.

### Scheduling

You can visit the website

<https://thecenterforgrowth.com/therapy/schedule-an-appointment> to schedule your own appointments individually or as a recurring appointment in order to save your favorite spot. Otherwise, negotiate a plan with your therapist for how scheduling will be completed.

### Cancelation / Office Hours

In the event that you will not be able to keep an appointment, you must notify your therapist 48 hours in advance. If such advanced notice is not received, you will be responsible for paying the appointment fee in full. If for any reason you need to contact your therapist, please call (215) 922-5683 x 300 and leave a message on their voicemail 24 hours a day, seven days a week. All messages will be returned within 72 hours. Phone messages are checked Mondays through Fridays.

### Credit Card Authorization Agreement

In the case that you miss or fail to cancel an appointment within 48 hours of the scheduled time you will be charged the full session fee. If I do not notify my therapist at The Center For Growth of my/our inability to attend previously scheduled appointments at least 48 hours in advance, I authorize The Center For Growth to charge my credit card. I will only be charged on this credit card in the event that I fail to show or if I fail to bring my child for a scheduled appointment. If I have chosen to keep a credit card on file for payment, I authorize The Center For Growth to charge session fees up to 48 hours before an appointment or after each appointment. I will not dispute charges ("charge back") for sessions I have received, appointments I missed or did not cancel

with 48 hours' notice as described above. I further authorize The Center For Growth to disclose information about my attendance/cancellation to my credit card company if I dispute a charge. By signing below, I acknowledge that I have read, understood and agreed to the terms outlined above. I authorize The Center For Growth to charge fees as described.

### Our Guarantee

At The Center for Growth, we understand the importance of a good connection with a therapist. Once you have decided to take the risk and seek treatment with us, we want you to know that we will go the extra mile to make sure that you have a good experience. We want you to feel good about the therapist that you have chosen. Therapy is a combination of technical skills and fit. In other words, your experience of meeting with a therapist should feel like you have just met with someone that intuitively gets you, can see through the fog, and can help guide you where you want to be going. If after your first session you are not sold that you are working with the right therapist, do not hesitate to call our intake line at 267-324-9564 and ask to be scheduled, for one session free of charge, with a different therapist. Please note, that if the new therapist is more expensive, then you will be required to pay the fee difference between the therapists. If you aren't thrilled with the next therapist, we are happy to repeat the process. Not all therapists are a great fit for all clients. Chemistry and fit matter.

\* If you are being seen as a couple or a family, please type peoples names in, and have each participant sign his / her / their names. You may need to write small so that everyone's signature can be seen.

My signature on this document represents that I have received the Consent for Services form and that I understand and agree to the information therein.

CLIENT SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_