



Consent for Assessment and/or Treatment, Payment, and Healthcare Operations

Please read the following carefully before signing:

Welcome to Kaetlyn Roberts Counseling Services, LLC. This consent and acknowledgement document contains important information about our professional services, business practices, and information about how your health information can or will be used. It is important you read it carefully and ask any questions you may have. Upon your request, we will give you a copy of this form to take home.

Kaetlyn Roberts Counseling Services, LLC provides a comprehensive array of evaluation, treatment, prevention, and education services for children who have experienced trauma and their safe caregivers. Clients will be seen by Kaetlyn Roberts Counseling Services, LLC staff clinicians for a number of services, including individual therapy, group therapy, family therapy, and assessments. As treatment continues, please feel free to discuss any concerns you may have about any services provided with your therapist.

For clients who come to Kaetlyn Roberts Counseling Services, LLC for counseling, the first few sessions provide an opportunity for the client, family, and therapist to clarify the client's needs, and to make a determination as to whether Kaetlyn Roberts Counseling Services, LLC is the best place for the client to receive services. In some cases, the therapist may recommend after this initial assessment that another agency or provider may better meet the client's needs. In such a circumstance, the client will be provided with a referral for continued care with a provider who can better meet his/her needs. Throughout treatment, Kaetlyn Roberts Counseling Services, LLC providers will continue to assess if Kaetlyn Roberts Counseling Services, LLC is the best place for the client to receive services and, if not, recommend another agency or provider who Kaetlyn Roberts Counseling Services, LLC believes better meets the client's needs.

Both professional standards and training needs have led to the establishment of the following policies:

1. Maintenance of confidential case file. This file will contain identifying data, dates of services, types of services, and summaries of counseling work and testing results. The files are kept under strictest security. No information about a Kaetlyn Roberts Counseling Services, LLC client may be revealed to anyone outside the Kaetlyn Roberts Counseling Services, LLC staff except under the following conditions:

- a) The child's legal custodian has signed a written authorization form giving Kaetlyn Roberts Counseling Services, LLC permission to release information pertaining to a minor child.
- b) Circumstances exist that a Kaetlyn Roberts Counseling Services, LLC mental health professional reasonably believes child or elder abuse is occurring which requires a report be made consistent with Missouri Law.
- c) To the extent permitted by law, we will report to involved parties, state mental health agencies, and/or law enforcement agencies situations in which we reasonably believe that a client is at risk of causing imminent harm to him/herself or other persons.
- d) Information required or permitted to be disclosed by law.
- e) Information you authorize to be disclosed to third parties. Once disclosed, Kaetlyn Roberts Counseling Services, LLC has no control over how these third parties maintain the confidentiality of such information.
- f) When, if you are using your health insurance to pay for a portion of the cost of the services at Kaetlyn Roberts Counseling Services, LLC, the insurance company or managed care company requests specific information from Kaetlyn Roberts Counseling Services, LLC about you and your treatment to process a health claim.
- g) When Kaetlyn Roberts Counseling Services, LLC performs periodic chart reviews for internal quality assurance or when charts are reviewed by funding sources performing program audits on our services. These reviewers are obligated to respect confidentiality procedures on any individual client data they

review.

h) When Kaetlyn Roberts Counseling Services, LLC is ordered to disclose by a Court of competent jurisdiction.

2. Confidentiality of other clients. As a common courtesy, we ask that you keep information you may happen to see or hear about other clients, as well as their identities, in the waiting room or in other areas of the building, confidential.

3. Notice of Privacy Practices. Kaetlyn Roberts Counseling Services, LLC will provide you with a Notice of Privacy Practices. Our Notice explains how we may use or disclose your health information, and what rights you have regarding your health information. The law requires we obtain your signature acknowledging Kaetlyn Roberts Counseling Services, LLC has provided you with this information. In addition to the copy, you receive today, the Notice is also displayed in our waiting room. The agency reserves the right to change the privacy practices described in the Notice. You may obtain a revised Notice by accessing the agency's website, calling the agency office and requesting a revised copy be sent in the mail, or asking for one at the time of your next appointment.

4. Consultation/supervision. Consultations with Kaetlyn Roberts Counseling Services, LLC staff may be conducted as necessary for treatment or training purposes. One of the main purposes of consultation and supervision is to provide the best possible services to children and families. As with the case files, information shared in consultation and supervision is treated confidentially. Supervisors or other professional colleagues may periodically conduct live observations of counseling sessions with a one-way mirror. The purpose of these live observations is to improve the skills of the therapist. Any professional who would conduct the observation would be a part of the Kaetlyn Roberts Counseling Services, LLC staff and would be bound by confidentiality requirements. If any live observations are to be conducted, you will be notified in advance of the observation.

5. Question or complaints about services. Questions or concerns you have about the treatment you or your child is receiving should be discussed with your therapist. If after discussing the issues with your therapist you are still not satisfied, please call the Counseling Program Manager to file a written complaint. The complaint will be reviewed by the Counseling Program Manager, who will respond directly to you and attempt to resolve the difficulty. If you remain concerned, you may raise your complaint with the Kaetlyn Roberts Counseling Services, LLC Executive Director.

6. Fee information.

- a) Payment for counseling services. Clients are expected to pay for each session at the time of the appointment. Kaetlyn Roberts Counseling Services, LLC's hourly fee is \$150.00. You may also have a copay responsibility. Failure to make payments in a timely fashion may result in the termination of services. Your past due balances may be referred to a collection agency. Fees for other services are set out in the Kaetlyn Roberts Counseling Services, LLC Fee Schedule.
- b) Reassessment of income. For clients who receive services on a sliding scale basis, your fee will be reassessed by your therapist if your income level or living situation changes significantly during your treatment at Kaetlyn Roberts Counseling Services, LLC.
- c) Cancellation policy. It is important to let your therapist know at least 24 hours in advance if you need to miss a scheduled appointment. Please see our attendance policy for more information.
- d) Copying charges. A handling and copying fee may be charged for copies of confidential case files in accordance with applicable federal and state laws.

7. Emergencies. In the event of an emergency which requires immediate attention, call 911 or your local police department. Please do not contact Kaetlyn Roberts Counseling Services, LLC directly to communicate information about an emergency situation.

8. Parent/Guardian Record Requests. The same confidentiality criteria as set forth in paragraph 1 above applies to record requests from parents or guardians. Kaetlyn Roberts Counseling Services, LLC reserves the right to require an Order from a Court of competent jurisdiction before releasing any confidential records to a parent or guardian.