

Rauser Counseling, LLC

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Policies and Informed Consent Agreement

Review carefully. Initial each box as you read/agree to it.

Rauser Counseling, LLC exists to provide therapeutic services to children, teens, and families. The mission is to accompany children, teens, and their families as they overcome obstacles and journey to healthy and fulfilling lives.

Informed Consent: Most individuals seek counseling when they are unhappy with their current circumstances whether it be due to unforeseen issues or long-term struggles. There are many benefits to counseling including resolution of the concerns that led to start of therapy. Though the ultimate goal is resolution, health, and wholeness, there may be times in which counseling does not bring resolution and/or may cause issues to worsen. It is critical to discuss any concerns with your counselor.

Confidentiality: All clients agree by signature to abide by confidentiality/HIPAA guidelines outlined in Rauser Counseling's Privacy Notice. All providers of Rauser Counseling agree to follow standards as licensed mental health providers to protect the privacy of your information. All information is kept confidential unless you provide written and specific authorization or as outlined in the Privacy Notice agreement.

Electronic Communication: Communication via text or email are not guaranteed to remain confidential. If you choose to communicate via any electronic communication such as text or email, you acknowledge full understanding of the risk involved and will not hold Rauser Counseling LLC or its providers liable for any breach in confidentiality. It is recommended that if you choose to utilize non-encrypted methods of communication, that it be limited to purposes of scheduling.

Social Media: Rauser Counseling will not accept any invitations or engage in communication from current or former clients via any social networking site in order to protect your information.

Consultation: In order to ensure you receive the most effective services, there may be occasions in which Rauser Counseling needs to consult with other licensed professionals regarding clients. During said consultation, no identifying information will be disclosed. The client's identity will remain anonymous and confidentiality will be maintained unless written permission is provided.

Insurance: By signing this document, you agree to allow Rauser Counseling LLC and its affiliated contractors to bill your provided insurance company for services rendered. If you choose to utilize insurance, a mental health diagnosis will be required. The client is responsible for verifying benefits and is responsible for any fee not paid or reimbursed by the insurance company. It is your responsibility to notify Rauser Counseling of any changes to your insurance policy/coverage.

Payment & Fees: Payment is due at the time of service, including co-pays or co-insurance. Rauser Counseling requires a credit card to be maintained on file as a back-up payment method in the event payment method is not available at the time of the appointment or due to a no show/late cancellation. Other methods of payment may be utilized such as cash, check, credit card, HSA or FSA card.

Rates vary based on the insurance provider and plan. Determining coverage with your provider is the best way to determine the cost. If a check is returned due to insufficient funds, the client will be charged a non-refundable \$7.50 fee to cover bank fees.

Many individuals choose to avoid insurance involvement all together and pay out-of-pocket for services. Due to reduced processing fees, a discount will be offered for those who choose to utilize self-pay.

As part of the therapeutic process, communication with other family members, school personnel, physicians, etc. (all with written permission from the client) may be necessary. Any communication or preparation of documents that requires more than 15 minutes may be subjected to Rauser Counseling's pro-rated hourly rate. This fee cannot be billed through insurance or paid by HSA or FSA cards.

Cancellation Policy: Cancellations are required with at least 24 hours' notice and must be confirmed as received by the provider. Late cancellations and No Shows will accrue a charge of \$100. This is the responsibility of the client and cannot be billed through insurance or paid using a HSA or FSA card. Payment is due before the next scheduled appointment.

An hour is set aside for each client; therefore, unlike many medical physicians who overbook, that hour becomes unavailable to another client in need of services. We understand that emergencies happen and individuals become ill or are deterred due to inclement weather; therefore, exceptions may be made and will be discussed on a case by case basis.

Minors: According to the State of Michigan Mental Health Code Act 258 of 1974 Section 330.1707, children 14 and older may obtain therapeutic services without the permission of a legal guardian as outlined in the statute. However, it is the goal of Rauser Counseling to work toward caregiver involvement.

Rauser Counseling believes children and teens deserve a confidential space in which to engage in the therapeutic process. Information discussed in session(s) will not be shared with caregivers unless Rauser Counseling feels the information is critical and permission is obtained from the child. Exceptions to this policy will be made in the event of suspected child abuse or neglect, elder abuse or neglect, and/or concern for the immediate safety of the client or an individual in immediate danger.

Legal involvement/Court Proceedings: Due to the nature of the therapeutic process and the confidential nature of services, you agree that Rauser Counseling will not be called in to testify for any legal proceeding such as (but not limited to): divorce proceedings, custody disputes, injuries, lawsuits, etc. by you or anyone acting on your behalf. However, if any provider of Rauser Counseling is required by law and you as the client signed a release of information allowing such involvement, the fee is \$1650 per day and must be paid in full 30 days prior to the expected court date.

Emergency Services: Rauser Counseling has 24-hour voicemail coverage and will return calls as soon as possible. However, Rauser Counseling and its providers cannot guarantee 24-hour phone access. If you have a life-threatening emergency, please call 911 or go to the nearest emergency room. The following emergency/after-hours crisis lines are available and may be utilized:

National Suicide Hotline: 1.800.273.8255

Kent County – Network 180: 1.800.749.7720

Ottawa County – 1.866.512.4357

Termination: The desired outcome of counseling is successful completion of the therapeutic goals and termination of the therapeutic relationship. As progress nears completion, the termination

process will be discussed and a plan will be agreed upon in order to allow adequate time to prepare for the successful completion.

There may be occasions in which termination occurs due to extenuating circumstances. Rauser Counseling may terminate treatment if it is determined that therapy is not being effectively used or if the client is in default of payment. Rauser Counseling will not terminate the therapeutic relationship without first discussing the purpose of termination, and exploring reasons and/or alternative solutions.

Clients have the right to terminate the therapeutic process at any time. If it is determined that Rauser Counseling is not the best fit for your therapeutic needs, Rauser Counseling will provide a list of other qualified therapists in the area.

For legal and ethical reasons, if there is no contact for three consecutive weeks, unless other arrangements have been made, Rauser Counseling will assume the therapeutic relationship is discontinued. This does not nor will not prevent future contact or reengagement in therapeutic services.

Office Expectations: It is the goal of Rauser Counseling to provide the most effective services to every client we serve, as is the goal of every provider in the Counseling Solutions building. In order to do so, it is the expectation of Rauser Counseling that those waiting remain patient and considerate of their volume and activity while in the lobby, hallway, and restrooms.

Caregivers are responsible for supervising their child(ren)'s behavior while in the building. We understand that families often have other children accompanying the identified client to an appointment, please plan to provide quiet activities for your child(ren) while waiting. If it is determined that your child(ren) is unable to wait without disruption to services in progress, accommodations will need to be made for care outside of the office.

Kitchen: The kitchen area is for staff use only. There is a drinking fountain conveniently located near the restrooms.

Restrooms: Rauser Counseling recommends that parents accompany their young children to the bathrooms when use is necessary. The restrooms are shared spaces and may be occupied by more than one individual at a time. Your child's therapist may escort them to the restroom if a break becomes necessary during the course of a session. The therapist will not provide toileting assistance. Please talk with your child's therapist to determine a more specific plan for restroom supervision if needed.

By signing below, I acknowledge that I have read, understand, and agree to the above stated policies.

Client or legal guardian signature: _____ Date: _____

Provider signature: _____ Date: _____