



Insideout Living

Office Policies and General Agreement in Provisions of Clinical Services

Telephone and Emergency Procedures: If you need to contact us between sessions, please leave a message on the confidential voicemail (847) 328-7588. Messages are checked frequently, Monday through Friday during normal business hours (9:00am to 6:00pm CST). Every attempt will be made to return your call in a timely manner as circumstances permit. Our voicemail **will not** be checked after normal business hours or on weekends. Feel free to leave messages during these times regarding scheduling or other non-emergency issues. If an emergency does arise and you need urgent psychiatric or medical assistance, immediately call 911 or present yourself at the Emergency Room of your local hospital.

Payment and Insurance Reimbursement: Clients are expected to pay the standard fee at each session unless other arrangements have been negotiated. Please discuss any problems regarding your ability to make timely payments as soon as the circumstances arise. We will cooperate in providing information as requested by clients who are covered by an insurance plan; however, in all cases the client is responsible for payment and not the insurance company. Not all issues, conditions or problems which may be the focus of psychotherapy are reimbursed by insurance companies. It is your responsibility to verify the parameters of your coverage and to pay for services whether or not you receive reimbursement from your insurance company. In the event that your account is 90 days past due and there is not an agreement on a payment plan, we may use legal means (court, collection agency, etc.) to obtain payment.

Effects of Psychotherapy: Participation in psychotherapy may result in a number of benefits to you including resolutions of the specific concerns that led you to seek treatment, as well as improvement in overall functioning and quality of life. Changes are sometimes easy and swift, but more often will be slow and at times, frustrating, and always require your active involvement and effort. During the course of the initial evaluation or psychotherapy sessions, remembering or talking about unpleasant experiences may result in discomfort or intense feeling or anger, sadness, worry, fear, etc. or may cause anxiety, depression, insomnia or other side effects. Additionally, psychotherapy may result in decisions about changes in behaviors, career, substance use, relationships or other significant life choices. Sometimes a decision that is positive for you may be viewed quite negatively by significant others. There is no guarantee that psychotherapy will yield positive or intended results.

Cancellation Policy: Since scheduling of an appointment involves the reservation of time specifically for you, a minimum of 24 hours' notice is required or canceling an appointment. Unless we reach a different agreement, the full fee will be charged for sessions missed without such notification. If canceling, please call our office and leave a message on voicemail. Most insurance companies do not reimburse for missed sessions.

I have read the above Office Policies and General Agreement in Provision of Clinical Services carefully. I understand and agree to comply with them.

Signature of client or his/her personal representative

Date

Printed name of client of personal representative

Relationship to client

Therapist signature