



Notice of Practice Policies of HopeAllianz Inc

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HOPEALLIANZ INC

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PRACTICE POLICIES OF HOPEALLIANZ INC

Appointments, Cancellations, and No Shows. The standard meeting time for psychotherapy is 60 minutes. It is up to you, however, to determine the length of time of your sessions. Requests to change the 60-minute session needs to be discussed with the therapist in order for time to be scheduled in advance. Group sessions are 90 minutes in length.

If needed, please remember to cancel or reschedule your appointment 24 hours in advance. You may be responsible for the entire fee if cancellation is less than 24 hours. Cancellations will be subject to a full charge if NOT RECEIVED AT LEAST 24 HOURS IN ADVANCE. No Shows will also be subject to a full charge. This is necessary because a time commitment is made to you and is held exclusively for you. If you are late for a session, you may lose some of that session time.

A \$20.00 service charge will be charged for any checks returned for any reason for special handling.

Therapy Session Fees. Intake/Evaluation Session - 60 minutes \$195; Individual Therapy Session - 60 minutes \$165; Group Therapy Session - 90 minutes \$75; Community Workshops - 90 minutes \$25; Phone \$30/15 minute increments; OnLine \$60/30 minute webcam session.

Telephone Accessibility. If you need to contact me between sessions, please leave a message on my voice mail. I am often not immediately available; however, I will attempt to return your call within 24 hours. Please note that face-to-face sessions are highly preferable to phone sessions.

If you are in a crisis and need to talk to someone immediately please contact Hennepin County COPE at 612 596 1223 (adults, 18 and older) or Child Crisis at 612 348 2233 (ages 17 and younger). If this is a life-threatening situation please contact 911 or go to your nearest emergency room.

Social Media and Telecommunications. Due to the importance of your confidentiality and the importance of minimizing dual relationships, I do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc). I believe that adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship. If you have questions about this, please bring them up when we meet and we can talk more about it.

You are encouraged to “LIKE” HopeAllianz Facebook page where you will get current information on events, thoughts on positive and healthy life skills, motivational messages, and action steps to developing an authentic self.

Electronic Communication. I cannot ensure the confidentiality of any form of communication through electronic media, including text messages. If you prefer to communicate via email or text messaging for issues regarding scheduling or cancellations, I will do so. While I may try to return messages in a timely manner, I cannot guarantee immediate response and request that you do not use these methods of communication to discuss therapeutic content and/or request assistance for emergencies.

Services by electronic means, including but not limited to telephone communication, the Internet, facsimile machines, and e-mail may be considered telehealth and is broadly defined as the use of information technology to deliver medical services and information from one location to another. If you and your therapist chose to use information technology for some

or all of your treatment, you need to understand that:

(1) You retain the option to withhold or withdraw consent at any time without affecting the right to future care or treatment or risking the loss or withdrawal of any program benefits to which you would otherwise be entitled.

(2) All existing confidentiality protections are equally applicable.

(3) Your access to all medical information transmitted during a telehealth consultation is guaranteed, and copies of this information are available for a reasonable fee.

(4) Dissemination of any of your identifiable images or information from the telehealth interaction to researchers or other entities shall not occur without your consent.

(5) There are potential risks, consequences, and benefits of telehealth. Potential benefits include, but are not limited to improved communication capabilities, providing convenient access to up-to-date information, consultations, support, reduced costs, improved quality, change in the conditions of practice, improved access to therapy, better continuity of care, and reduction of lost work time and travel costs. Effective therapy is often facilitated when the therapist gathers within a session or a series of sessions, a multitude of observations, information, and experiences about the client. Therapists may make clinical assessments, diagnosis, and interventions based not only on direct verbal or auditory communications, written reports, and third person consultations, but also from direct visual and olfactory observations, information, and experiences. When using technology in therapy services, potential risks include, but are not limited to the therapist's inability to make visual and olfactory observations of clinically or therapeutically potentially relevant issues such as: your physical condition including deformities, apparent height and weight, body type, attractiveness relative to social and cultural norms or standards, gait and motor coordination, posture, work speed, any noteworthy mannerism or gestures, physical or medical conditions including bruises or injuries, basic grooming and hygiene including appropriateness of dress, eye contact (including any changes in the previously listed issues), sex, chronological and

apparent age, ethnicity, facial and body language, and congruence of language and facial or bodily expression. Potential consequences thus include the therapist not being aware of what he or she would consider important information, that you may not recognize as significant to present verbally the therapist.

(6) Insurance currently does not pay for “information technology” and therefore would be an out- of-pocket expense.

Minors. If you are a minor, your parents may be legally entitled to some information about your therapy. I will discuss with you and your parents what information is appropriate for them to receive and which issues are more appropriately kept confidential.

Termination. Ending relationships can be difficult. Therefore, it is important to have a termination process in order to achieve some closure. The appropriate length of the termination depends on the length and intensity of the treatment. I may terminate treatment after appropriate discussion with you and a termination process if I determine that the psychotherapy is not being effectively used or if you are in default on payment. I will not terminate the therapeutic relationship without first discussing and exploring the reasons and purpose of terminating. If therapy is terminated for any reason or you request another therapist, I will provide you with a list of qualified psychotherapists to treat you. You may also choose someone on your own or from another referral source.

Should you fail to schedule an appointment for six consecutive weeks, unless other arrangements have been made in advance, for legal and ethical reasons, I must consider the professional relationship discontinued.

ACKNOWLEDGEMENT

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By signing, I acknowledge that I have received, read, understood and agree to the items contained in the Practice Policies of HopeAllianz Inc.

Signature

Date