

Office Policies & General Information

Agreement for Psychotherapy Services

This form provides you with information that is additional to that detailed in the Notice of Privacy Practices, and it is subject to HIPAA pre-emptive analysis.

CONFIDENTIALITY: All information disclosed within sessions and the written records pertaining to those sessions are confidential and may not be revealed to anyone without your written permission, except where law requires disclosure.

When Disclosure Is Required By Law: Some of the circumstances where disclosure is required by the law are: where there is a reasonable suspicion of child, dependent or elder abuse or neglect; where a client presents a danger to self, to others, to property or is gravely disabled or when the client's family members communicate to Dr. Grevin that the client presents a danger to others.

When Disclosure May Be Required: Disclosure may be required pursuant to a legal proceeding by or against you. If you place your mental status at issue in litigation initiated by you, the defendant may have the right to obtain the psychotherapy records and/or testimony by Dr. Grevin. In couple and family therapy, or when different family members are seen individually, even over a period of time, confidentiality and privilege do not apply between the couple or among family members, unless otherwise agreed upon. Dr. Grevin will use her clinical judgment when revealing such information. Dr. Grevin will not release records to any outside party unless she is authorized to do so by all adult family members who were part of the treatment.

Emergencies: If there is an emergency during our work together, or in the future after termination where Dr. Grevin becomes concerned about your personal safety, the possibility of you injuring someone else, or about you receiving proper urgent psychiatric care, she will do whatever she can, within the limits of the law, to prevent you from injuring yourself or others and to ensure that you receive the proper medical care. For this purpose she may also contact the person whose name you have provided on the biographical sheet.

Health Insurance & Confidentiality of Records: Your health insurance carrier may require Disclosure of confidential information or HMO/PPO/MCO/EAP in order to process claims. If you instruct Dr. Grevin to provide you with an invoice, only the minimum necessary information will be communicated to the carrier. However, Dr. Grevin has no control or knowledge over what insurance companies do with the information submitted or who has access to this information. Please be aware that submission of a mental health invoice for reimbursement carries a certain amount of risk to confidentiality, privacy or to future capacity to obtain health or life insurance or even a job. The risk stems from the fact that mental health information is likely to be entered into large insurance companies' computers and is likely to be reported to the National Medical Data Bank. Accessibility to companies' computers or to the

National Medical Data Bank database is always in question as computers are inherently vulnerable to break-ins and unauthorized access. Medical data may also be legally accessed by enforcement and other agencies, which can also place you in a vulnerable position.

Litigation Limitation: Due to the nature of the therapeutic process and the fact that it often involves making a full disclosure with regard to many matters which may be of a confidential nature, it is agreed that should these be legal proceedings (such as, but not limited to, divorce and custody disputes, injuries, lawsuits, etc.), neither you nor your attorney, nor anyone else acting on your behalf, will call on Dr. Grevin to testify in court or at any other proceeding, nor will a disclosure of the psychotherapy records be requested *unless otherwise agreed upon*.

Consultation: Dr. Grevin consults regularly with other professionals regarding her clients; however, the client's identity remains completely anonymous, and confidentiality fully maintained.

Office Suite: I work with a group of independently practicing mental health professionals who share the same building suite. While the members share office space, certain expenses and administrative functions, I am completely independent in providing you with clinical services and I alone am fully responsible for those services. My professional records are separately maintained and no member of the group can have access to them without your specific, written permission.

E - Mails, Cell Phones, Computers and Faxes: Computers, e-mail and cell phone communication can be relatively easily accessed by unauthorized people and, hence, can compromise the privacy and confidentiality of such communication. E-mails in particular are vulnerable to such unauthorized access due to the fact that servers have unlimited and direct access to all e-mails that go through them. Additionally, Dr. Grevin's e-mails are not encrypted. Faxes can easily be sent erroneously to the wrong address. Dr. Grevin's computers are equipped with a firewall, a virus protection and a password, however. Please notify Dr. Grevin if you decide to avoid or limit, in any way, the use of any or all communication devices, such as e-mail, cell phone or fax. Please do not use e-mail or faxes for emergencies.

Records and Your Right to Review Them: Both the law and the standards of my profession require that I keep appropriate treatment records. As a client, you have the right to review or receive a summary of your records at any time, except in limited legal or emergency circumstances or when Dr. Grevin assesses that releasing such information might be harmful in any way. In such a case Dr. Grevin will provide the records to an appropriate and legitimate mental health professional of your choice. Considering all of the above exclusions, if it is still appropriate, upon your request, Dr. Grevin will release information to any agency/person you specify unless Dr. Grevin assesses that releasing such information might be harmful to you in any way.

Telephone & Emergency Procedures: If you need to contact Dr. Grevin between sessions, please leave a message at (925) 658-0030 and your call will be returned as soon as possible. Dr. Grevin checks her messages a few times during the daytime only, unless she is out of town. If an emergency situation arises, indicate it clearly in your message, and, if you need to speak with someone immediately, call Contra Costa

County Psychiatric Emergency Services or 911. Please do not use e-mail or faxes for emergencies. Dr. Grevin does not always check her e-mail or faxes daily.

Payments & Insurance Reimbursement: Clients are expected to pay the standard fee of \$200.00 per 50-minute psychotherapy session and \$225.00 for the initial session/evaluation. **This fee is to be paid at the end of each session unless other arrangements have been made.** Telephone conversations, consultation with other professionals, longer sessions, travel time, etc. will be charged at the same rate, unless indicated and agreed upon otherwise. Please notify Dr. Grevin if any problems arise during the course of therapy regarding your ability to make timely payments. Clients who carry insurance should remember that professional services are rendered and charged to the client and not to the insurance company. Unless agreed upon differently, Dr. Grevin will provide you with a copy of your invoice upon request, which you can then submit to your insurance company for reimbursement, if you so choose. As was indicated in the section Health Insurance & Confidentiality of Records, you must be aware that submitting a mental health invoice for reimbursement carries a certain amount of risk. Not all conditions are reimbursed by insurance companies. It is your responsibility to verify the specifics of your coverage. If your account is overdue (unpaid) and there is no written agreement or a payment plan, Dr. Grevin can use legal or other means (courts, collection agencies, etc.) to obtain payment.

Mediation & Arbitration: All disputes arising out of, or in relation to, this agreement to provide psychotherapy services shall first be referred to mediation, before, and as a pre-condition of, the initiation of arbitration. The mediator shall be a neutral third party chosen by agreement of Dr. Grevin and the client(s). The cost of such mediation, if any, shall be split equally, unless otherwise agreed upon. In the event that mediation is unsuccessful, any unresolved controversy related to this agreement shall be submitted to, and settled by, binding arbitration in Contra Costa County, CA in accordance with the rules of the American Arbitration Association which are in effect at the time the demand for arbitration is filed. Notwithstanding the foregoing, in the event that your account is overdue (unpaid) and there is no agreement on a payment plan, Dr. Grevin can use legal means (court, collection agency, etc.) to obtain payment. The prevailing party in arbitration or collection proceeding shall be entitled to recover a reasonable sum for attorney's fees. In the case of arbitration the arbitrator will determine that sum.

The Process of Therapy/Evaluation and Scope of Practice: Participation in therapy can result in a number of benefits to you, including improving interpersonal relationships and resolution of the specific concerns that led you to seek therapy. Working toward these benefits, however, requires effort on your part. Psychotherapy requires your very active involvement, honesty and openness in order to best address your therapeutic goals. Dr. Grevin will ask for your feedback and views on your therapy, its progress and other aspects of the therapy and will expect you to respond openly and honestly. Sometimes more than one approach can be helpful in dealing with a certain situation. During evaluation or therapy, remembering or talking about unpleasant events, feelings or thoughts can result in experiencing considerable discomfort, such as strong feelings of anger, sadness, anxiety, etc. Dr. Grevin may challenge some of your assumptions or perceptions or propose different ways of looking at, thinking about or handling situations. This may lead to feelings of

anxiety, anger, disappointment or other uncomfortable emotions. Attempting to resolve issues that brought you to therapy in the first place, such as personal or interpersonal relationships, may result in changes that were not originally intended. Psychotherapy may result in decisions about changing behaviors, employment, substance use, schooling, housing or relationships. Sometimes, another family member views a decision that is positive for one family member quite negatively. Change will sometimes be easy and swift, but more often it will be slow and even frustrating. There is no guarantee that psychotherapy will yield positive or intended results. During the course of therapy Dr. Grevin is likely to draw on various psychological approaches according, in part, to the problem that is being treated and her assessment of what will best benefit you. These approaches include, but are not limited to, behavioral, cognitive-behavioral, cognitive, psychodynamic, existential, family systems, developmental, humanistic or psycho-educational. Dr. Grevin does not provide custody evaluation recommendations or legal advice, as these activities do not fall within her scope of practice.

Discussion of Treatment Plan: Within a reasonable period of time after the initiation of treatment, Dr. Grevin will discuss her working understanding of the problem, treatment plan, therapeutic objectives and her view of the possible outcomes of treatment. If you have any unanswered questions about any of the procedures used in the course of your therapy, Dr. Grevin's expertise in employing them, or about the treatment plan, please ask so that these issues can be directly discussed between the two of us. You also have the right to ask about other treatments for your condition as well as their risks and benefits. If you are likely to benefit more from a treatment that Dr. Grevin does not provide, she has an ethical obligation to assist you in obtaining those treatments.

Termination: As set forth above, after the first couple of meetings Dr. Grevin will assess if she can be of benefit to you. Dr. Grevin does not accept clients who, in her opinion, she cannot help. In such a case she will give you a number of referrals to other professional who may better assist you. If at any point during psychotherapy, Dr. Grevin assesses that she is not effective in helping you reach the therapeutic goals, she is obligated to discuss this with you and, if appropriate, to terminate treatment. In such a case she would give you a number of referrals to other professionals whom she believes would be of benefit to you. If you request it, and authorize it in writing, Dr. Grevin will talk to the psychotherapist of your choice in order to help with the transition. If at any time you want another professional's opinion or wish to consult with another therapist, Dr. Grevin can assist you in finding someone qualified, and, if she has your written consent, will provide this professional with the essential information needed. You have the right to terminate therapy at any time and for any reason. If you choose to do so, Dr. Grevin will offer to provide you with names of other qualified professionals.

Dual Relationships: Therapy never involves sexual or any other dual relationship (relationships in which you know Dr. Grevin in another setting) that could impair Dr. Grevin's objectivity, clinical judgment, therapeutic effectiveness or is exploitive in nature. Not all dual relationships are unethical or avoidable, however. Dual relationships can enhance therapeutic effectiveness but can also detract from it, and it is difficult to predict the outcome in advance. Dr. Grevin will carefully assess the situation before entering into non-sexual and non-exploitative dual relationships with

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clients. Because you may bump into someone you know in the waiting room or into Dr. Grevin out in the community, Dr. Grevin will never acknowledge working with anyone without the client's written permission. It is your responsibility to communicate to Dr. Grevin if an existing dual relationship becomes uncomfortable for you in any way. After further discussion with you, if Dr. Grevin believes that the dual relationship is interfering either with the effectiveness of the therapy or your personal welfare, it may become necessary to terminate the therapy. As the client, you may also choose to do the same at any time.

Cancellations: Because the scheduling of an appointment involves the reservation of time specifically for you, **a minimum of 24 hours notice is required for canceling an appointment.** Unless we reach a different agreement in advance, **the full fee will be charged for sessions missed without such notification.** Please be aware that most insurance companies do not reimburse for missed sessions.

I have read the above five (5) page Agreement, Informed Consent, Office Policies and General Information carefully, understand them fully and agree to comply with them:

Client name (please print)

Date _____

Signature _____

Client name (please print) _____

Date _____

Signature _____