Service Agreement - Office

SERVICE AGREEMENT FOR OFFICE-BASED SERVICES

Welcome to Campbell Psychological Services! This document contains important information about our professional services and business policies. It serves as consent for services and an agreement between you and Campbell Psychological. Please read it carefully and let us know if you have any questions. In this Agreement "you" refers to the individual identified as the client and, if applicable, the client's parents/caregivers.

BENEFITS & RISKS OF SERVICES

Our therapists provide office-based assessment, evaluation, and psychotherapy; we do not prescribe medication. Services may be provided by telehealth, when clinically appropriate.

Outpatient Therapy: Therapy typically begins with an assessment to help your therapist better understand your concerns. This may take one or more sessions to complete, at which point your therapist will work with you to develop therapy goals and a plan.

Your therapist will use their knowledge, skills, and expertise to provide you with the best treatment they are able. Psychotherapy has been shown to have positive benefits for many people, including reduced distress, better relationships, improved coping skills and self-awareness, and the resolution of specific problems. Therapy requires an investment of your time, energy, and resources to be most effective. Children are most likely to make progress when their caregivers are involved in their therapy and help apply new ideas and skills at home and in the community.

As with any treatment, there are potential risks. These include, but are not limited to, uncomfortable feelings, discussing sometimes unpleasant or challenging aspects of life, and the possibility that therapy will not resolve the issues for which you are seeking help.

Psychological Evaluations & Assessments: Mental health assessments and psychological evaluations are intended to get a clear picture of what type of difficulties you are having, why you are having them, and how to address them. Evaluations may take three or more sessions to complete. Keeping your scheduled appointments and promptly completing any forms provided to you will help the evaluation to be completed in a timely manner.

Evaluations are intended to answer specific questions regarding diagnosis or treatment needs. Because each person is unique and complex, at times our evaluators are unable to answer the evaluation question. If that happens, you may be referred for further testing or specialized evaluation with another provider.

CONSENT TO TREAT & RELEASE INFORMATION FOR MINORS

There are specific laws and regulations regarding the treatment of individuals under the age of 18 years, including who can provide consent to treatment and who makes decisions about sharing information from the youth's treatment record.

- For youth under 14 years of age, decisions are made by the parents/legal guardians.
- For youth 14 to 17 years old, consent to treat can be provided by either the youth *or* the parents/legal guardians. With a few exceptions, the youth decides with whom information may be shared. The information we can share with the parent/guardian may be limited.
- When there is custody agreement or court order and the parents/guardians are the ones providing consent to treat, Campbell Psychological Services requests consent from all parties with legal custody before beginning services.

For youth with multiple legal guardians:

- Each adult may make their own choices regarding whether to use electronic communication (see Consent for Electronic Communications).
- Any guardian may consent for information to be exchanged with outside parties; we do not require all guardians to give consent. This includes, but is not limited to, physicians, schools, and caseworkers. The exception is consent to share information with private attorneys. We require consent from all legal guardians before sharing information or speaking with private attorneys.

PROFESSIONAL FEES, BILLING & PAYMENT

Please see the *Financial Responsibility Agreement*.

CONTACTING YOUR THERAPIST BETWEEN APPOINTMENTS

Our therapists are typically in appointments throughout the day and not immediately available by phone. If you need to reach your therapist, please leave a voicemail so that they can return your call. Calls will generally be returned within one to two business days, between 9 am and 5 pm.

Between-session calls are appropriate for scheduling appointments or urgent matters. Updates and other concerns should be saved for your appointment time.

There is a charge for calls longer than 10 minutes. If your appointments are not long enough to meet your needs or you are needing a lot of support between sessions, please speak with your therapist about meeting more frequently.

EMERGENCY PROCEDURES

If you are experiencing a non-life-threatening emergency or urgent situation and are not able to reach your therapist by phone, please leave a message letting your therapist know the matter is urgent. Your therapist will call you back as soon as they are able.

If you have a crisis that cannot wait for a return call or it is outside of normal business hours (Mon-Fri, 9 am – 5 pm), please utilize the local Crisis Intervention service, which provides around-the-clock crisis coverage. In case of a life-threatening emergency, call 911.

- Cumberland County: (717) 243-6005

- Franklin County: (717) 264-2555

If you have thoughts or plans of hurting yourself or others, it is important to share this information with your therapist. Your therapist will help you to create a plan to reduce risk and make it less likely you'll need crisis care.

DISCHARGE FROM SERVICES

Ideally, clients are discharged from therapy because they have met their therapy goals. However, clients may be discharged for other reasons, including:

- ***Attendance:*** This includes not attending therapy appointments consistently, repeatedly cancelling scheduled appointments, or repeatedly missing appointments ("3 strikes").
- ***Lack of contact:*** We require clients be seen at least once per month. If it has been more than 60 days since you last attended an appointment, you will be discharged.
- ***Needing a different level of care***: If outpatient therapy can't meet your mental health needs, your therapist will let you know and refer you to a more appropriate level of care.
- ***No longer meeting medical necessity:*** If you are doing well and therapy is no longer necessary (from a medical perspective), we cannot bill your insurance for it. You may continue appointments, but "supportive" or "personal growth" therapy is self-pay. Your therapist will let you know, if you reach this point.

BUILDING POLICIES

As a general rule, animals are not permitted in the building, including emotional support animals. The only exception is trained service dogs. There are no weapons allowed in the building, period.

Caregivers must stay in the building during appointments unless other arrangements are made with the therapist.

SOCIAL MEDIA

Therapists do not accept friend or contact requests from current or former clients on any social networking site (e.g., Facebook, Snapchat, Instagram, etc.). This is to protect your confidentiality and to keep the relationship with your therapist a professional and therapeutic one.

If you choose to follow Campbell Psychological on social media, we will never disclose on social media that you are client of the practice. However, if you choose to follow the practice on social media, you assume any risks associated with doing so.

RELEASE OF INFORMATION TO INSURANCE

Your insurance plan may request medical records, including your treatment plan and progress notes, to confirm that services are medically necessary and verify eligibility for payment. In order to bill insurance, your therapist must provide you with a mental health diagnosis.

By signing this form, you authorize the release of information regarding your care to your insurance plan for payment of claims, certifications, health management decisions, and other purposes related to the administration of benefits of your insurance plan.

CONFIDENTIALITY

In general, the privacy of all communication between clients and mental health service providers is protected by law. Information about you can only be shared with your consent. There are a few exceptions, which are outlined in the *Notice of Privacy Practices*. These exceptions include, but are not limited to:

- ***Suspected Abuse:*** Our staff are mandated reporters under Pennsylvania Law. If we suspect that a child coming before us is the victim of abuse, neglect, or maltreatment, we must make a report to authorities. If a person tells staff of a situation that raises concern a child is being or has been abused,, we are also required to make a report to authorities.

- ***Serious Threat to Health or Safety:*** Staff may disclose confidential information to protect a client or others from a serious threat of harm by the client. This may include, but is not limited to, calling the police, seeking appropriate hospitalization, or notifying a potential victim.

- ***Certain Legal Situations:*** In most legal situations, you have the right to deny permission to release any information about your treatment. However, in some circumstances, a judge may require (court order) the release of written records or testimony by a therapist.

In the situations above, your therapist will do their best to tell you in advance when they need to make a disclosure, unless they believe telling you will increase the risk of harm to you or another person.

Confidentiality & Consultation: Our therapists may consult with professionals within the practice or from other organizations, including other licensed mental health professionals, for the purposes of improving care to clients and our professional growth. During such consultation, we may discuss specific clients. When consulting with a professional outside the practice, we take reasonable efforts to avoid revealing the identity of the client; the consultant is also legally bound to keep the information confidential. If you have any questions or concerns about this, please let your therapist know.

INVOLVEMENT IN COURT PROCEEDINGS

Families involved in court proceedings are expected to disclose this to Campbell Psychological Services. If you are involved in a divorce proceeding or custody dispute, you will be asked to review and sign the *Therapy Agreement for Court-Involved Families.* Please note that we do not make custody recommendations. All time spent responding to court-related requests is charged our rate for court-related activity and is not covered by insurance.

I have read and understand the information in the Service Agreement for Campbell Psychological Services. My signature below indicates that:

- **I consent to participate in outpatient mental health services with Campbell Psychological Services / I consent to my child's participation in services at Campbell Psychological Services.**

- **I agree to abide by the terms of the Service Agreement.**
- **I authorize the release of any information necessary to process insurance claims, and I authorize payment of health benefits directly to Campbell Psychological Services for any service rendered.**
- **I authorized the use of this signature (as a "Signature on File") on all insurance submissions.**

Rev 11/7/2022