Service Agreement - School-Based Outpatient Therapy

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 Services. Please read it carefully and let us know if you have any questions, so that we can discuss them. In this Agreement "you" refers to the individual identified as the client and, if applicable, the client's parent or legal guardian.

SCHOOL-BASED OUTPATIENT SERVICES

Campbell Psychological Services is a private therapy practice that provides assessment, evaluation, and psychotherapy. We do not prescribe medication. Our main office is located at 46 East High Street, Carlisle, PA. We have an arrangement with some local school districts to also provide outpatient mental health services in their school buildings. These services are available to students who are identified and referred directly by school staff.

BENEFITS & RISKS OF THERAPY

The assigned therapist will use his/her knowledge, skills, and expertise to provide you the best treatment he/she is able. Psychotherapy has been shown to have positive benefits for many children and teens, including reduced distress, better relationships, improved coping skills and self-awareness, and resolving specific problems. 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 parts of life, and the possibility that therapy will not resolve the issues for which you are receiving help.

LOCATION & TIMING OF APPOINTMENTS

When you receive school-based services, you will meet with a therapist from Campbell Psychological Services for therapy. Appointments will occur at school and will usually take place during school hours. During summer vacation or school breaks, appointments will be offered at a designated school district building, one of our office locations, or by telehealth (video).

Therapy sessions usually take place once per week and last approximately 45 minutes. While the therapist will try to schedule appointments during non-academic time, this may not always be possible. You may need to miss class time to attend therapy.

CONFIDENTIALITY IN THE SCHOOL SETTING

Campbell Psychological Services is a separate entity from the school. Our therapists are employed by Campbell Psychological and are not school staff. We are a private mental health provider and, as such, must follow ethical and legal requirements regarding client confidentiality. However, in order to provide services in the school setting, the following applies, and by signing this Service Agreement, you understand and agree that:

- We have permission to share information with teacher(s) and school staff for the specific purposes of (1) coordinating appointment times and (2) ensuring that forms necessary for starting and continuing therapy are on file.
- The therapist may need to go to the classroom to get the student for an appointment or walk the student back to the classroom afterward. If you are insured by Medical Assistance and under age 14, school staff must sign a form to verify that you have received services.
- We will make every effort to ensure services are provided in a secure, confidential location within the school. However, many school offices and classrooms have windows in the doors, which we are not permitted to cover.
- For elementary students, the therapist may send home paperwork or notes for the purpose of communicating with parents/caregivers. These papers will be placed in a special envelope that the student is responsible for putting in his or her school folder and bringing home.

CONSENT TO TREAT & RELEASE OF INFORMATION FOR MINORS

There are specific laws and regulations regarding the treatment of individuals under the ages 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 about care 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 can be shared.
- When there is a custody agreement or court order and the parents/guardians are the ones providing the consent to treat, Campbell Psychological Services will make an effort to get consent from all parties with legal custody before beginning services.

For youth with more than one legal guardian:

- Each adult may make their own choices regarding whether to use electronic communication (see Consent for Electronic Communications).
- Any guardian may provide consent for information to be exchanged with outside parties including, but not limited to, physicians, schools, and caseworkers. We do not require all the child's guardians to give consent. The exception is consent to share information with private attorneys. It is our policy to get consent from all legal guardians before sharing information with private attorneys.

If you have concerns about this policy, you should speak with your therapist or contact our Director.

PARENT/CAREGIVER INVOLVEMENT

Parents (by which we mean the adult caregiver responsible for a child's well-being) are among the most important people in a child's life. They have valuable information that can help the therapist to better help the child. Parents also play an important role in helping children benefit from therapy beyond the therapy office.

We welcome parent involvement in therapy, although for youth ages 14+ this may be limited by the client's willingness to have parents involved. Parent involvement may include:

- Scheduling times for parents to meet with the therapist.
- Brief phone calls with the therapist, to check in on how things are going.
- The therapist may send home "progress reports" or updates about what the child is working on in therapy. These updates may include tips for how parents can help the child apply new skills at home.

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 you are not able to reach your therapist by phone, please leave a message letting the therapist know the matter is urgent. Your therapist will call you back as soon as she is able.

If you have a crisis that cannot wait for a return call or experience a crisis outside of normal business hours (Mon-Fri, 9 am – 5 pm), please utilize Cumberland/Perry Crisis Intervention, which provides around-the-clock crisis coverage. **Crisis Intervention can be reached by phone at 866-350-HELP.** Walk-in crisis services are available at Carlisle Regional Medical Center and Holy Spirit Hospital Emergency Departments. In case of a life-threatening emergency, call 911.

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 to create a plan intended to keep you and others safe, as well as reduce the need for 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.

SOCIAL MEDIA

In order to maintain your confidentiality and keep the relationship with your child's therapist a professional and therapeutic one, our therapists do not accept friend or contact requests from current or former clients on any social networking site (e.g., Facebook, Twitter, Instagram, etc.).

If you choose to follow Campbell Psychological Services on social media, we will never disclose on social media that you are a client of the practice. However, if you choose to follow us 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 – GENERAL

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 School-Based Outpatient Therapy provided 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.**
- **I authorize Campbell Psychological Services to communicate with teacher(s) and other school staff in order to coordinate appointments times and ensure continuity of services, and to send home notes or paperwork in a special envelope in the student's school folder. I understand that no other information will be shared with school personnel without permission, either verbally or in writing.**

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Client Name: _____ DOB: _____

Signature: _____ Date: _____

Printed Name: _____

Relationship to Client: _____