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Grace Counseling & Consulting, LLC.

Making a lasting difference in the lives of others.

Grace Counseling & Consulting Policies

Financial Policy Agreement:

Please see attached Financial Agreement.

Appointment Cancellation, No-Show, and Late Arrival Policy:

Grace Counseling & Consulting policy requires patients to cancel 1 business day in advance of their appointment to avoid a cancellation fee. If their appointment is on a Monday or following a long weekend, the cancellation must be made on the previous business day. Patients are expected to arrive on time for their scheduled appointments out of courtesy to the other patients and providers/clinicians. Patients who arrive more than 10 minutes late for a 30-minute appointment and 15 minutes late for a 60-minute appointment, may not be seen and will be charged a late cancellation fee. Grace Counseling & Consulting charges a \$100.00 fee for all late cancellations, no-shows, or late arrivals. Grace Counseling & Consulting makes every attempt to remain on time for appointments, however, occasionally circumstances arise that may result in an appointment delay.

If the patient misses three appointments without calling/cancelling you will be terminated from our office.

Discharge Policy:

At the discretion of Grace Counseling & Consulting, a patient may be discharged from the Practice and their insurance notified if any of the following guidelines are not followed:

- Patient's failure to follow the recommended treatment plan or medical instructions including the Controlled Substance Agreement, if applicable.
- Patient fails to meet financial responsibilities
- The provider cannot provide the level of care necessary to meet the patient's needs
- The member and/or member's family is abusive to the provider and/or staff.
- The patient or provider moves out of the service area.

Confidentiality:

Confidentiality is a basis of mental health treatment and is protected by the law. Aside from emergency situations, information can only be released about your care with your written permission. A release is not needed for providers of Grace Counseling & Consulting to consult with other providers within the Practice. If insurance reimbursement is pursued, insurance companies also often require information about diagnosis, treatment, and other important information in the Disclosure of Health Information as a condition of your insurance coverage. Several exceptions to confidentiality do exist that require disclosure by law:

- (1) danger to self – if there is threat to harm yourself, we are required to seek hospitalization for the client, or to contact family members or others who can help provide protection.
- (2) danger to others – if there is threat of serious bodily harm to others, we are required to take protective actions, which may include notifying the potential victim, notifying the police, or seeking appropriate hospitalization.
- (3) grave disability or impairment – if due to mental illness, you are unable to meet your basic needs, such as clothing, food/water, medical care, and shelter, we may have to disclose



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information to access services to provide for your basic needs.

(4) suspicion of child, elder, or dependent abuse – if there is an indication of abuse to a child, an elderly person, or a disabled person, even if it is about a party other than yourself, we must file a report with the appropriate state agency.

(5) certain judicial proceedings – if you are involved in judicial proceedings, you have the right to prevent us from providing any information about your treatment. However, in some circumstances in which your emotional condition is an important element, a judge may require testimony through a court order. Although these situations can be rare, we will make every effort to discuss the proceedings accordingly.

(6) in the event of a national emergency such as a global pandemic, terrorism, wartime or any other catastrophic event, Grace Counseling & Consulting will follow the Governor's Orders of each state of the patients' residence to ensure continuation of health care for reasonable amount of time.

* We also reserve the right to consult with other professionals when appropriate. In these circumstances, your identity will not be revealed, and only important clinical information will be discussed. Please note that such consultants are also legally bound to keep this information confidential.

Contacting Your Provider:

Providers are not immediately available by office telephone, please call the office at 515-206-1662. Calls are generally returned within 2 business days. Always leave a phone number where you can be reached along with any updated contact information. As we are an outpatient practice we do not service walk ins or provide crisis services. If your call is an emergency, please call 911 immediately instead of calling the office. Emergency psychiatric services are provided by all hospitals through their emergency rooms and do not require appointments. Emergency room physicians can contact your provider at any time so please provide them with their contact information. When your provider is unavailable for extended periods of time (i.e., vacation, conferences, etc.), a trusted colleague will provide coverage, if deemed necessary. Please also note that email should never be used for urgent or emergency issues. Per the agreement with your insurance provider, our practice provides on call services 24/7 for nonlife threatening and nonroutine care.

Appointment Confirmations:

Grace Counseling & Consulting will attempt to confirm appointments via email and text upon your consent, however, it is your responsibility to know the date, time, and location of your appointment. Grace Counseling & Consulting has no control in regard to your phone or email connection or reliability. Inability or failure to receive a reminder or appointment confirmation via text or email is not a reason for waiver of fees.

Communication for Appointment Reminders:

Grace Counseling & Consulting may need to use your name, phone number, email address ("Contact Information") to contact you with appointment reminders via phone, text, or email. If this communication is made by text, a text message will be left on your phone. If this communication is made by email; a message will be left at your email address. Messages will contain: Name of Provider: Grace Counseling & Consulting, Location of Appointment, Name of

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Patient, Date & Time of Appointment. You have the right to refuse to give Grace Counseling & Consulting your consent to use your telephone number and/or email address for appointment reminders. If you chose to give your consent, you have the right to revoke it, in writing, at any time in the future. Should you agree to communicate via email, telephone or any electronic method of communication, Grace Counseling & Consulting cannot guarantee that those communications will remain confidential. There is a risk that the electronic or telephone communications may be compromised. There is never a 100% guarantee that information will remain confidential when transmitted electronically.

Legal:

Legal matters requiring the testimony of a mental health professional can arise. This, however, can be damaging to the relationship between a patient and their provider. As such, we generally recommend that you hire an independent forensic mental health professional for such services.

Recording Sessions:

Patients are not allowed to record sessions or providers/clinicians under any circumstances.

Controlled Substances:

At Grace Counseling & Consulting, we do not prescribe medications.

Inclement Weather:

The Grace Counseling & Consulting closes for inclement weather per the discretion of the Practice and will offer telehealth sessions if able to be given weather circumstances. If the Practice closes for inclement weather, it will be posted on the website. Patients are instructed check the website for updates and will be contacted via phone if their appointment requires rescheduling.

By signing the Consent for Treatment/Acknowledgment Agreement Signature Form, you agree that you have read, agree with, and understand this document, which contains information on Grace Counseling & Consulting financial policy, cancellation/no-show/late arrival, discharge policies, confidentiality, contracting your provider, confirmation and communication for appointment reminders, legal recording sessions, controlled substances, and inclement weather and you agree to abide by its terms during the professional relationship. You also understand and agree that our policies can change at any time and are updated on our website.

By signing below, I acknowledge that I understand the above information and agree to the said form.

Client Signature

Date