

## WHOLE HEALTH PLUS POLICIES

### Center for Wholeness & Health

**ABUSE/NEGLECT POLICY:** Danelle Brown Holbrook, LPC is a mandated reporter of suspected abuse, endangerment and/or neglect of children, disabled and elderly persons. If I tell Danelle or suggest that I am or have recently abused a child, disabled or elderly person, she is required to report this information to the appropriate social service office and/or legal authorities. Initials \_\_\_\_\_

**SAFETY & CRISIS POLICY:** I understand that I am responsible for my safety and well-being. If I have any suicidal or homicidal thoughts/plans, I will not act on them but instead take appropriate actions to seek help immediately. Danelle has a confidential voicemail system at 704-756-0339 but does **not** provide 24-hour crisis service **nor** is available always. Generally, messages are returned within 24 hours except for weekends and holidays. Any disclosed plans or means to hurt myself or others will be reported to 911, legal authorities and family members for your safety. If I am in crisis or feel unsafe, I will call CMC hospital crisis team available 24 hours a day for psychiatric emergencies at (704) 444-2400 **or I will go to the nearest ER or call 911.** If suicidal thoughts, means, actions, intents or any other self-harm practices are a part of my history or present status, I will disclose this to Danelle and make a safety plan to not hurt myself again or go to the hospital for a crisis evaluation. \_\_\_\_\_

**ELECTRONIC & SOCIAL MEDIA POLICY:** E-mail and texting are **not** 100% secure or protected. Confidentiality cannot be 100% guaranteed with electronic media. On-line communication through instant messaging, Social Media (i.e. F.B.) or Networking sites is not allowed for your protection. Socializing, gifts, invites & personal texts are also not appropriate. \_\_\_\_\_

**CANCELLATION POLICY:** I agree to confirm appointments 4-24 hours before the scheduled appointment. If I need to cancel or change an appointment, I must call 4-24 hours ahead to avoid a \$40.00 “no show fee” except for emergency situations. \_\_\_\_\_

**LATE POLICY:** If I am running more than 10 minutes late, I will call Danelle at 704-756-0339 as a professional courtesy. After 20 minutes without a phone call, the “no show fee” will apply. Danelle may leave also leave the office or work another case. \_\_\_\_\_

**NO SECRETS POLICY:** In couple or family therapy, occasional meetings with fewer members than the original treatment unit (i.e. individual time, sibling work, etc.) are still considered part of the family/couple therapy. If more individual work is needed, I will be referred to another therapist to avoid any conflict of interests. For effective couple/family treatment, relevant information needs to be shared with the entire treatment unit. If there is relevant information that I do not want to share, I will speak this to Danelle and consider individual treatment only because effective family/couples work is based on no secrets. The “no secrets” policy is to prevent a conflict of interest between an individual and the treatment unit and to prevent premature termination. \_\_\_\_\_

**RECORDS POLICY:** Danelle keeps records safe and confidential for 10 years after the end of our therapy. After that time the records are shredded, deleted and destroyed. In the case of unforeseen circumstances (i.e. disability, death), I allow Danelle to transfer my closed records for preservation and appropriate access to another therapist of Danelle’s choice who will assure confidentiality. \_\_\_\_\_

**PAYMENT POLICY:** Payment is due at time of services via cash, credit/debit card or check made out to Danelle Holbrook. A returned check fee is \$15.00. Some insurance companies will reimburse you for a qualifying service. Fees are \$75.00 for 1 hour and \$150 for 2 hours. However, most sessions are 90 minutes and cost \$110. Payment for phone consultations and appointments can be mailed. Further appointments however cannot be scheduled if I have any outstanding balance over \$110.00. If finances become an issue, please discuss this with Danelle and we will discuss other options. If a third party will pay for sessions, a release of info is required, and I will still be responsible for any outstanding co-pay's. If a third party has not paid in 60-90 days, then therapy may be terminated until payment in full is made. Danelle also accepts FSA debit cards because counseling is considered a tax-free flex funding expense.

**EXTENDED SESSIONS FEES POLICY:** Occasionally sessions extend longer than planned. After 10 extra minutes I will be charged on a prorated basis. If I want to avoid these extended session fees, I will keep track of the time, have payment ready and a date in mind for the next meeting.

**TERMINATION POLICY:** Danelle has an ethical responsibility to terminate counseling and refer you elsewhere for a variety of reasons such as conflict of interests, lack of follow through with therapy recommendations and breaking policies, etc. I understand that I may terminate treatment at any time for any reason. Danelle retains the same right for reasons such as untimely payments, your need for different intensity or trained professional. Termination should never be done casually and should be discussed often to review progress made, work done, still needed or stagnancy. If a break from therapy is indicated to be helpful or empowering or a referral to a new professional is appropriate, I will discuss my desires or feelings with Danelle, so she can give me appropriate referrals, future options and continuity of care. Benefits gained in therapy may not remain with premature termination. If I fail to re-connect or terminate without notice, my case will be closed 60-90 days from last contact for liability reasons. Cases can be re-open at any time pending unresolved issues.

SIGNATURE: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_

WITNESS: \_\_\_\_\_