



PSYCHOTHERAPIST-PATIENT SERVICES AGREEMENT

Welcome to Resolutions Therapy Practice (Jason Muzzillo, PLLC). This agreement contains important information about our professional services and business policies. It also contains summary information about the Health Insurance Portability and Accountability Act (HIPAA), a federal law that provides privacy protections and patient rights with regard to the use and disclosure of your Protected Health Information (PHI) that is used for the purpose of treatment, payment, and health care operations. Please read carefully and jot down any questions you might have so that we can discuss them. When you sign this document, it will represent an agreement between us.

You may revoke this Agreement in writing at any time. That revocation will be binding on me unless I have taken action in reliance on it; if there are obligations imposed on me by your health insurer in order to process or substantiate claims made under your policy; or if you have not satisfied any financial obligations you have incurred.

HIPAA requires that we (Jason Muzzillo, LCSW, sub-contractors, and administrative staff) provide you with a Notice of Privacy Practices for use and disclosure of PHI for treatment, payment and health care operations. The Notice explains HIPAA and its application to your personal health information in greater detail. The law requires that we obtain your signature acknowledging that we have provided you with this information at the beginning of treatment.

We use an electronic software to document notes required by your insurance. This is a *secure encrypted Electronic Health Records (EHR) system* maintained by SimplePractice.com and is fully compliant with HIPAA and PCI standards for protecting your private health and financial information (should you be paying for services using a credit card). Please do not transmit financial and/or personal information via unencrypted email (yahoo, google, bing, ect.). If sensitive information must be transmitted, please use the “encrypted message” feature located in the Simple Practice portal. The company email address, separate from the SimplePractice.com software, is also encrypted: admin@resolutionstherapypractice.com.

PSYCHOLOGICAL SERVICES: Psychotherapy is not easily described in general statements. It varies depending on the personalities of the therapist and patient, along with the problems you bring forward. There are many different methods we may use to deal with the problems that you hope to address. Psychotherapy is not like a medical doctor visit. Instead, it calls for a very active effort on your part. For the therapy to be most successful, you will have to work on things we talk about both during our sessions and at home in order to anticipate lasting results.

Psychotherapy can have benefits and risks. Since therapy often involves discussing unpleasant aspects of your life, you may experience uncomfortable feelings like sadness, guilt, anger, frustration, loneliness, and helplessness. On the other hand, psychotherapy



has also been shown to have many benefits for people who go through it. Therapy often leads to better relationships, solutions to specific problems, and significant reductions in feelings of distress. But there are no guarantees of what you will experience.

Our first few sessions will involve an evaluation of your needs. I will offer you some first impressions of what our work will include and a treatment plan to follow, if you decide to continue with therapy. You should evaluate this information along with your own opinions of whether you feel comfortable working with me. Therapy can involve a large commitment of time, money, and energy, so you should be very careful about the therapist you select. If you have questions about my procedures, we should discuss them whenever they arise. If your doubts persist, I will be happy to help you set up a meeting with another mental health professional for a second opinion.

THERAPY AND PHYSICAL SYMPTOMS: Physical symptoms are often the result of emotional stress. They can be reduced and even eliminated under certain therapy conditions. It is important, however, that an appropriate medical specialist review your current situation to ascertain the degree to which the symptom has a physical base. A physical exam is therefore required when a physical symptom is a primary concern. If there is a physical problem that affects your therapy, I will work closely with your medical specialist to coordinate treatments and services. It is important for you to let me know if there is persistent physical discomfort related to the therapy. A referral to another specialist will be considered.

MEDICATIONS IN PSYCHOLOGICAL THERAPY: Depending on symptoms and problems, medications may or may not be appropriate. If medications are considered I will discuss with you obtaining a medical evaluation and a possible trial of medication. It is your responsibility to inform your therapist and any treating physician of any and all prescribed medications. It is also vital that you are compliant with the course of treatment as prescribed by your physician and as indicated in your treatment plan.

SCHEDULING SESSIONS / CANCELLATION POLICY: Therapy sessions are usually scheduled one to two times per week for one 55-minute session (one appointment hour of 55 minutes duration). Later some sessions may be more or less frequent. I do my best to schedule weekly sessions that are consistent with your schedule and over time. If you are unable to make it to an appointment and continually fail to provide proper notice (at least 36 hours), future appointments will be cancelled, and I cannot guarantee appointment availability if they are filled prior us to discussing how this issue will be resolved. I do make exceptions for this due to illness and emergency.

There is an \$80 fee for appointments missed without notice within 36 hours of the scheduled date and time, consistent with the policy described above. If we are able to fill your missed appointment time slot with another appointment, the cancellation fee will be waived.



If you are a Medicaid client, we are unable to charge this fee due to Medicaid policy. If you miss more than 2 scheduled appointments without providing adequate notice of 36 hours in advance of appointment for any reason other than emergencies and sudden sickness, you will be discharged from services with Resolutions Therapy Practice and referred to a local resource for subsequent services.

PAYMENT OF FEES AND INSURANCE:

Payment, if applicable, is due at the time of service or in advance. Payment schedules for other professional services will be agreed to when they are requested. If your account has not been paid for more than 60 days and arrangements for payment have not been agreed upon, we have the option of using legal means to secure the payment. This may involve hiring a collection agency or going through small claims court. If such legal action is necessary, its costs will be included in the claim. In most collection situations, the only information I release regarding a patient's treatment is his/her name, the nature of services provided, and the amount due.

To accommodate the needs of my clients, I have become a provider for some insurance companies and managed care programs, including Medicaid. Medicaid provides most mental health services that I provide free of cost. Each company has different policies regarding what is treatable, payment schedule, number of sessions covered, the amount of the co-payment, etc. Therefore, I encourage you to contact your company and determine what, if any, special requirements your particular health plan has, and if I am billable by your company. It is the client's responsibility to be aware of his/her coverage. If insurance coverage is not available as anticipated, payment for those charges become your responsibility. Any service that's requested by the client and provided by the therapist without regard to payment being covered by the insurance plan will be billed at the rate agreed upon between the client and the therapist for that service. For example: if the client requests a marital counseling session and agrees to pay \$120.00 for the session even if it is not covered by their insurance plan; the client will pay the \$120.00 if the insurance company does not. With your cooperation and help, you should be able to receive all of the benefits offered to you by your health plan, and we will be able to concentrate on caring for your mental health needs.

You should also be aware that most insurance companies require you to authorize treating professionals to provide them with a clinical diagnosis. Sometimes we are required to provide additional clinical information such as treatment plans or summaries, or in rare cases copies of the entire record. This information will become part of the insurance company files and will probably be stored in a computer. Though all insurance companies claim to keep such information confidential, I have no control over what they do with it once it is in their hands. In some cases, they may share the information with a national medical information databank. I will provide you with a copy of any report I submit, if you request it.



CONTACTING ME: Due to our work schedule we are often not immediately available by telephone. We routinely do not answer the phone when with a patient. When we are unavailable, you will reach my confidential voice mail, which I monitor daily. Established patients are given my cell phone number for emergencies and routine scheduling contact. We also routinely return most calls from the office on my cell phone. I will make every effort to return your call on the same day you make it, except for weekends and holidays. If you are difficult to reach, please inform me of times when you will be available. If you are unable to reach me and feel that you can't wait for me to return your call, contact your family physician or the nearest emergency room and ask for the mental health specialist on call. If I will be unavailable for an extended time, I will provide you with the name of a colleague to contact, if necessary.

LIMITS ON CONFIDENTIALITY: The law protects the privacy of all communications between a patient and a therapist. In most situations, we can only release information about your treatment to others if you sign a written Authorization form that meets certain legal requirements imposed by HIPAA. There are other situations that require only that you provide written, advance consent. Your signature on this Agreement provides consent for those activities, as follows:

- I may occasionally find it helpful to consult other health and mental health professionals about a case. During a consultation, I make every effort to avoid revealing the identity of my patient. The other professionals are also legally bound to keep the information confidential. If you don't object, I will not tell you about these consultations unless I feel that it is important to our work together. I will note all consultations in your Clinical Record (which is called "PHI" in my Notice of Policies and Practices to Protect the Privacy of Your Health Information).
- If a patient threatens to harm himself/herself, I may be obligated to seek hospitalization for him/her, or to contact family members or others who can help provide protection. In most legal proceedings, you have the right to prevent me from providing any information about your treatment. In some proceedings involving child custody and those in which your emotional condition is an important issue, a judge may order my testimony if he/she determines that the issues demand it. There are some situations where I am permitted or required to disclose information without either your consent or Authorization.
- If you are involved in or contemplating litigation, you should consult with your attorney to determine whether a court would be likely to order me to disclose information. In custody disputes the Judge can order that information be provided for the "best interest of the child."
- If a government agency is requesting the information for health oversight activities, I may be required to provide it for them.



- If a patient files a complaint or lawsuit against me, I may disclose relevant information regarding that patient in order to defend myself.
- If a patient files a worker's compensation claim, I must, upon appropriate request, provide relevant information, to the appropriate parties, including the patient's employer, the worker's compensation insurer.
- Under the Patriot Act I may disclose your health information to authorized federal officials who are conducting national security and intelligence activities or providing protective services to the President or other important officials. By law I cannot reveal when I have disclosed such information to the government. There are some situations in which I am legally obligated to take actions, which I believe are necessary to attempt to protect others from harm and I may have to reveal some information about a patient's treatment. These situations are unusual in my practice. If I know or have reasonable cause to believe that a child or vulnerable adult is neglected or abused, the law requires that I file a report with the appropriate governmental agency, usually the Cabinet for Families and Children. Once such a report is filed, I may be required to provide additional information.

If a patient communicates an actual threat of physical violence against a clearly identified or reasonably identifiable victim or a threat of a specific violent act, I may be required to take protective actions. These actions may include notifying the potential victim, contacting the police, or seeking hospitalization for the patient. If such a situation arises, I will make every effort to fully discuss it with you before taking any action and I will limit my disclosure to what is necessary.

While this written summary of exceptions to confidentiality should prove helpful in informing you about potential problems, it is important that we discuss any questions or concerns that you may have now or in the future. The laws governing confidentiality can be quite complex and we are not attorneys. In situations where specific advice is required, formal legal advice may be needed.

PROFESSIONAL RECORDS: You should be aware that, pursuant to HIPAA, we can keep Protected Health Information about you in two sets of professional records. One set is larger and constitutes your Clinical Record. It includes information about your reasons for seeking therapy, a description of the ways in which your problem impacts on your life, your diagnosis, the goals that we set for treatment, your progress towards those goals, your medical and social history, your treatment history, any past treatment records that we receive from other providers, reports of any professional consultations, your billing records, and any reports that have been sent to anyone, including reports to your insurance carrier. Except in unusual circumstances that involve danger to yourself and others or if the record refers to another person (unless such other person is a health care provider) and we believe that access is reasonably likely to cause substantial harm to such other person, you may examine and/or receive a copy of your Clinical Record, if you



request it in writing. Because these are professional records, they can be misinterpreted and/or upsetting to untrained readers. For this reason, we recommend that you initially review them in my presence or have them forwarded to another mental health professional so you can discuss the contents. You are entitled to one free copy of your records. However, we charge a copying fee of \$1 per page (and for certain other expenses) for any subsequent copies. The exceptions to this policy are contained in the attached Notice Form. If we refuse your request for access to your Clinical Records, you have a right of review, which I will discuss with you upon request.

In addition, we also can keep a set of Psychotherapy Notes, however we use this option very rarely. These Notes are for my own use and are designed to assist me in providing you with the best treatment. While the contents of Psychotherapy Notes vary from client to client, they can include the contents of our conversations, my analysis of those conversations, and how they impact on your therapy. They also contain particularly sensitive information that you may reveal to me that is not required to be included in your Clinical Record. They can also include information from others provided to us confidentially. These Psychotherapy Notes are kept separate from your Clinical Record. Your Psychotherapy Notes are not available to you and cannot be sent to anyone else, including insurance companies without your written, signed Authorization. Insurance companies cannot require your authorization as a condition of coverage nor penalize you in any way for your refusal to provide it.

Your clinician may choose to present your case as a part of professional training or consultation and may even record a session without your knowledge but will keep any HIPAA information confidential and disguise personal information which may put you at any risk of identification. If you are not okay with this, you agree to inform you therapist or Resolutions Therapy Practice admin, and we will be happy to revise this consent form to respect your preference and will not record any sessions for training purposes. This policy is meant to help you in the best way possible in our work together, but we do not want you to feel uncomfortable.

PATIENT RIGHTS: HIPAA provides you with several new or expanded rights about your Clinical Records and disclosures of protected health information. These rights include requesting that I amend your record; requesting restrictions on what information from your Clinical Records is disclosed to others; requesting an accounting of most disclosures of protected health information that you have neither consented to nor authorized; determining the location to which protected information disclosures are sent; having any complaints you make about my policies and procedures recorded in your records; and the right to a paper copy of this Agreement, the attached Notice form, and my privacy policies and procedures. I am happy to discuss any of these rights with you.

MINORS: If you are under 18 years of age, please be aware that the law allows guardians and/or parents to examine their child's treatment records. Because privacy in psychotherapy is often crucial to successful progress, particularly with teenagers, it is my



policy to request an agreement from parents that they consent to give up their access to their child's records. If they agree, I will provide them only with general information about the progress of the child's treatment, and his/her attendance at scheduled sessions. Any other communication will require the child's authorization, unless I feel that the child is in danger or is a danger to someone else, in which case, I will notify the parents of my concern. Significant dangers also include unprotected sex and drug use beyond experimental use of marijuana or alcohol. Before giving parents any information, I will discuss the matter with you, if possible, and do my best to handle any objections.

SOCIAL MEDIA AND TELECOMMUNICATION: Due to the importance of your confidentiality and the importance of minimizing dual relationships, I do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc). I believe that adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship. If you have questions about this, please bring them up when we meet and we can talk more about it.

PSYCHOTHERAPIST-PATIENT SERVICES AGREEMENT

YOUR SIGNATURE BELOW INDICATES THAT YOU HAVE BEEN GIVEN THE PSYCHOTHERAPIST-PATIENT SERVICES AGREEMENT AND AGREE TO ITS TERMS.

(Client Name-Print) _____ **(Date)** _____

(Client Signature) _____

(Parent or Guardian Signature, if applicable) _____

(Therapist) _____ **(Date)** _____