



Information & Policies

WELCOME to New Beginnings Therapy Services, Inc., a non-profit 501(c)(3) corporation. We are pleased to have the opportunity to serve you. We feel it is important that you are informed about the services you will be receiving before you enter therapy. We hope you find this information helpful and that it will serve to clarify many questions you may have. If you have further questions please ask your therapist at the beginning of the session. We are here to help you.

HOW THERAPY WORKS: Even when problems are very personal, family relationships help point the way toward growth. Reviewing how your family of origin handled its own problems can help you identify strengths and weaknesses that may affect you today. Problems with conflict, communication, or disappointment are often the things in our family networks that concern us most.

Who will be involved in the therapeutic process is a decision that you will discuss with your therapist. Your therapy may be entirely one-on-one or may involve other members of the family. If you are married, your spouse will be invited to become involved and if a child is involved, sessions with the parents may also be necessary. Your therapist will work with you to determine the most effective way to address the problems that have brought you here.

Whatever the problem and whoever is involved, family therapy focuses on how you can change your role in a relationship rather than trying to change someone else. We believe this is the only effective and lasting way to bring about change and growth.

CLIENT RIGHTS: All clients have rights with respect to their therapy. These include:

- The right to ask questions about your therapy. Your therapist will explain his or her approach and methods used if you would like.
- The right to decide not to receive help from New Beginnings. If you wish, we will provide you with the names of other qualified professionals whose services you might prefer.
- The right to end therapy at any time without any moral, legal, or financial obligations other than those already incurred.
- The right to specify and negotiate therapeutic goals and to renegotiate them when necessary.
- The right to be fully informed of the limits of confidentiality.
- The right to be fully informed about the fees and method of payment.

FINANCIAL POLICIES: For each session there is an \$85.00 charge per 50-minute session, which is considered a “client hour.”

- Full payment is due at the time of service. We do not submit insurance claims. If you plan on submitting to your insurance company, we will provide you with any information you may need in order to receive reimbursement.
- A 24-hour notice of cancellation is required. If you fail to attend a scheduled session without 24 hours notice you remain financially responsible for the missed session, with the exception of being unforeseeably and/or unavoidably prevented from attending by accident, illness or inclement weather. (For clients receiving financial assistance, your minimum fee in this case will be \$40.)
- The client is responsible for any returned check fees incurred by New Beginnings.
- Checks should be made payable to:
New Beginnings

Any services received by phone will be billed as follows:

- brief phone calls of 15 minutes or less will not be billed
- extended calls (over 15 minutes) will be billed at the normal \$85.00 session rate

CONFIDENTIALITY: We recognize the personal nature of information revealed in therapy and respect the confidentiality of every client. The information from the sessions will remain confidential within the guidelines established by Pennsylvania State regulations. By State law, the rights of confidentiality do not apply under the following conditions:

- if a client reveals the intent to harm self and/or others
- if the client presents reasons to suspect child abuse
- in legal cases, the therapist or your records are subpoenaed by the court
- if you are in therapy or being tested by order of a court of law, the result of the treatment or test ordered must be revealed to the court.

Should any of the above situations occur, your therapist will inform you of his or her legal responsibilities and actions.

In addition, according to State law, it is the right of any parent to request and receive information regarding the treatment of a minor child. Even in such a case, the therapist will use discretion in maintaining the confidentiality of the minor child as much as possible and share only that information which is necessary and of concern.

Information about your case and treatment may not be given to a third party until you have signed a "RELEASE OF INFORMATION" request. If you are involved in couple or family therapy, all persons 14 and older who have participated in therapy must sign this release before records may be submitted.

What often seems like an end...

...inspires a new beginning.

BENEFITS AND RISKS: Any time you seek therapy to work with the difficulties in your relationships there are benefits and risks involved. The benefits can include the ability to handle or cope with marital, family and other interpersonal relationships in healthier ways. You may also gain a greater understanding of personal and family goals and values. This new understanding may lead the way to greater maturity and happiness as an individual, as a couple, or as a family. There may also be other benefits that come as you work at resolving your specific concerns.

However, therapy can be challenging and uncomfortable at times. Remembering and resolving an unpleasant event may cause intense feelings of fear, anger, depression, and frustration. As you work to resolve issues between family members, your marital partner, and other persons, you may experience discomfort and an increase in conflict. There may be changes in your relationships you had not originally intended. Your therapist will discuss with you the benefits and risks involved in your particular situation. We encourage you to discuss with him/her any concern you have as you progress.

CONTACTING YOUR THERAPIST:

If you need to schedule or cancel an appointment you may call your therapist at the number given you on his/her business card. If you leave a message for him/her, he/she will return your call as soon as possible. Calls should *not* be made to the therapist's personal home phone. New Beginnings does not have a 24-hour on-call service.

New Beginnings is NOT a crisis intervention agency. In the event of a crisis or an emergency, call York Crisis Intervention at 851-5320 or 911 or go to the nearest hospital Emergency Room. An emergency is classified as imminent danger of harm to oneself and/or another. Following a crisis, if necessary, contact New Beginnings to schedule an appointment.

I have read and understand the above information and agree to abide by it accordingly.

Signature _____

Date _____