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Agreement for Psychotherapy Services

Initial Appointment: Your initial appointment will be used to gather information about you and the purposes that pertain to you seeking psychotherapeutic services. All information will be thoroughly explained and signed at all first appointments including but not limited to collecting demographic information about you, the client, other, collecting and copying health insurance information. The first session is also a session to determine best and good fit for psychotherapy services by and between Peaces 'n PuzSouls therapists and the said client seeking psychotherapeutic services. All Appointment Sessions thereafter will be scheduled with the therapist. All sessions will be 45-60 minutes long, depending on your insurance coverage. Appointments will not go over time. *See Business Policies and Procedures document.*

Ongoing appointment scheduling: Upon starting therapeutic services with Peaces 'n PuzSouls and its therapists, the client will be given a time slot unless otherwise discussed between the therapist and the client. All appointment slots are expected to be held for the client by the therapist, and all appointment slots per weekly scheduling is expected to be attended by the client unless a one day notice in writing or in a voice call, voice message, has been established and left for the therapist of Peaces 'n PuzSouls. ***ANY SAME DAY CANCELLATION (S), RESCHEDULE (S), NO SHOW (S), ETC., WILL BE CHARGED A FEE DUE BY THE CLIENT, PRIOR TO OR AT THE NEXT SCHEDULED APPOINTMENT, UNLESS OTHERWISE DISCUSSED, AND OTHER ARRANGEMENTS ARE MADE, AT THE APPROVAL OF THE THERAPIST of Peaces 'n PuzSouls. FEE for same day cancellation is \$_____ per session. Please call AT LEAST 24 hours prior to your appointment to cancel or reschedule your appointment.***

Confidentiality: All information disclosed within sessions and the written records pertaining to those sessions are confidential and may not be revealed to anyone without your written permission, except where disclosure and exception is required by law and ethics.

When Disclosure Is Required By Law: Some of the circumstances where disclosure is required by law are: where there is a reasonable suspicion of child, dependent, vulnerable adult, or elder abuse or neglect; where said client presents a danger to self, to others, to property, or is gravely disabled or when said client's family members communicate to the therapist(s) of Peaces 'n PuzSouls, that the client presents a danger to others or to self or others present harm to the client.

When Disclosure May Be Required: Disclosure may be required pursuant to a legal proceeding by or against you. If you place your mental status at issue in litigation initiated by you, the defendant may have the right to obtain the psychotherapy records and/or testimony by Peaces 'n PuzSouls and it's therapists or staff. In couple and family therapy, or when different family members are seen individually, even over a period of time, confidentiality and privilege do not apply between the couple or among family members, unless otherwise agreed upon. Peaces 'n PuzSouls or its therapists will use clinical judgment when revealing such information. Peaces 'n PuzSouls or it's therapists will not release records to any outside party unless authorized to do so by all adult family members who were apart of the treatment also known as the holder of privilege and consent.

Emergencies: If there is an emergency during our work together, or in the future, following termination of services where there is a concern about your personal safety, the possibility of you injuring someone else, or about you receiving proper psychiatric care, all actions possible under the

limits of the law, ethics, and board of the state, will be made to prevent any or further injury of self or others in an effort to ensure that you receive the proper medical care. For this purpose, Peaces 'n PuzSouls and its therapists may also contact the person(s) whose name has been listed and provided on the intake form as emergency contacts.

Health Insurance & Confidentiality of Records: Disclosure of confidential information may be required by your health insurance carrier or HMO/PPO/MCO/EAP/Medical Payee in order to process the claims. If you instruct Peaces 'n PuzSouls or it's staff, only the minimum necessary information will be communicated to the carrier. Peaces 'n PuzSouls and its therapists have no control or knowledge over what insurance companies do with the information submitted or who has access to this information. You must be aware that submitting a mental health invoice for reimbursement carries a certain amount of risk to confidentiality, privacy or to future capacity to obtain health or life insurance or even a job. The risk stems from the fact that mental health information is likely to be entered into major insurance companies computers and is likely to be reported to the National Medical Data Bank. Accessibility to companies' computers or to the National Medical Bank database is always in question as computers are inherently vulnerable to break in's and unauthorized access. Medical data has been also reported to be legally accessed by enforcement, and other agencies, which also puts you in a vulnerable position.

Litigation Limitation: Due to the nature of the therapeutic process and the fact that it often involves making a full disclosure with regard to many matters which may be of a confidential nature, it is agreed that should there be a legal proceeding, such as, but not limited to divorce and custody disputes, injuries, lawsuits, etc.... neither you, as the client, nor your attorney, nor anyone else acting on your behalf will call on Peaces 'n PuzSouls or it's therapists, or staff, to testify in court or at any other proceedings, now will a disclosure of the psychotherapy records be requested unless otherwise agreed upon and approved by Peaces 'n PuzSouls and it's staff and therapists.

Consultation: Peaces 'n PuzSouls and it's therapist and staff consults regularly with other professionals regarding but not limited to client dynamics, patterns, and challenges outside of the therapists scope of practice and pertaining to client matters that are required by law and ethics to obtain therapeutic and professional consultation. You as the client or your minor child's identifying information will be kept confidential. No identifying information will be released during any consultative process. All person's and affiliated persons and information will be kept anonymous. Confidentiality is completely maintained.

E-Mail, Voice Mail, Telephone, Computer, Fax, Scan, Third Party Communication, ETC.: It is very important to be aware that computers, e-mail, cell phones, land line phones, and all electronic, manual, free standing communication devices can be relatively easily accessed by unauthorized people or programming and hence can compromise the privacy and confidentiality of such communication. E-mails, and written electronic communication in particular are vulnerable to such unauthorized access due to the fact that servers have unlimited and direct access to all emails and written communication that cycle through them. Additionally, Peaces 'n PuzSouls and its staff's emails are not encrypted. Email, Faxes, Text, Instant messages and Scanned documents can easily be sent erroneously to the wrong address, phone number, or destination. The computers used by Peaces 'n PuzSouls and its staff, are protected by a firewall and antivirus software where appropriate; also password protected. All personal information is charted in a password-protected program designed for client record and demographic keeping. Please notify Peaces 'n PuzSouls and its staff if you wish to limit or cease any or all communication through any and/or all communication devices listed i.e. fax, telephone, text/instant messaging, email, scan, voice call, voice message, direct mail, and any other communication device used to communicate between Peaces 'n PuzSouls, it's staff and the client. If you communicate confidential or highly private information via email or electronic communication, Peaces 'n PuzSouls and it's staff will assume that you have made an informed decision to be responsible for your private information being transferred over electronic third party servers, communication providers, and internet providers. Your decision to send information to Peaces 'n PuzSouls and its staff, and receive information from Peaces 'n PuzSouls and

it's staff will be viewed as your agreement to take the risk that such communication may be intercepted, and Peaces 'n PuzSouls and it's staff will honor your decision and request to communicate on such matters via electronic, digital, and internet communication, including but not limited to, email, voice call, voice mail, fax, text, instant messages, and all electronic modes of messaging. Please do not use electronic modes of communication for emergencies and/or crisis'.

Records and Your Rights to Review Them: Both the law and the standards of Peaces 'n PuzSouls and it's staff require that all appropriate treatment records are stored and kept for at least 7 years or whatever the current state law says at the time of the signature of this document. Unless otherwise agreed to be necessary, Peaces 'n PuzSouls and its staff, retain clinical records only as long as it is mandated by the Minnesota law. If you have concerns regarding the treatment records please discuss them with Peaces 'n PuzSouls and it's therapists and staff. As a client, you have the right to review or receive a summary of your records at any time, except limited legal or emergency circumstances or when Peaces 'n PuzSouls and it's therapists and staff assesses that releasing such information might be harmful in any way. All record request will be made in writing by the client and submitted to Peaces 'n PuzSouls at 777 Selby Avenue, Saint Paul, MN 55104. A fee will and may be charged for the time spent gathering data, records, and preparation of requested documents. This will be configured into 15-minute increments. Each 15 minute increment will be calculated based on the cost of one quarter (1/4th) of the 60 minute therapeutic session hour at the time of this said signed document. In such case that releasing records to the client is deemed harmful to the client or to another person, Peaces 'n PuzSouls and it's staff will release the records to an appropriate and legitimate mental health professional with a signed and authorized release of information and with understanding of the above stated applied fees. Considering all of the above exclusions, if it is still appropriate, upon your request, Peaces 'n PuzSouls and it's staff will release information to any agency/person you specify unless Peaces 'n PuzSouls and it's staff assesses that releasing such information might be harmful in any way. When more than one client involved in treatment, such as in cases of couple, family, agency, consultation, group, Peaces 'n PuzSouls and it's staff will release records only with the signed authorizations from ALL related/connected adults, or all those who legally can authorize such a release, and involved in the treatment.

Telephone & Emergency Procedure: If you need to contact Peaces 'n PuzSouls or it's staff between sessions, please leave a message on the voice mail or electronic messaging of your choice at (651) 797-4094 and your call or message will be returned as soon as possible. Peaces 'n PuzSouls and it's staff will check messages on a daily basis unless traveling and/or on a holiday. All clients will be notified in advance when staff of Peaces 'n PuzSouls will be out of the office for any time period or of business hours not available. If an emergency shall arise, always call the local crisis team open 24 hours per day, 7 days per week. For more serious emergencies call 911. Once you are in a safe space, please inform your therapist whenever possible by leaving a voice message when the therapist is unavailable to talk. Indicate such crisis or emergency in a clear message left on the voice messaging system of Peaces 'n PuzSouls at (651) 797-4094, this message should be addressed to the therapist you are seeing. Please do not wait for the therapist to call you back before seeking help. The crisis team and emergency professional responders are equip to respond to your needs immediately. The therapist would like to stay informed so this too can be incorporated into further treatment and services provided.

Payments & Insurance Reimbursement: Clients are expected to pay the standard fee of a 60-minute or a 45-minute session, unless otherwise indicated or specified in an agreement previously made and approved by the therapists of Peaces 'n PuzSouls. Session times may be shortened or lengthened at the discussion and discretion of the therapist and the client and as indicated by the fee schedule that will be provided to the client upon request. Payment whether paid for by the client or whether using reimbursements by said/indicated health insurance company or employee assistance program or agency payment based on previous arrangement, are due at the end of each session, unless other arrangements have been discussed, made, and approved by Peaces 'n PuzSouls and it's staff. All co-payments, if applicable, are due at the end of each session, on the session day, unless other arrangements have been made and approved by Peaces 'n PuzSouls and it's staff. Telephone

conversations, site visits, report writing and reading, consultation with other professionals, release of information, releasing records, longer sessions, travel time, etc., will be charged at the same rate in 15 minute increments, unless otherwise indicated and agreed upon, approved by Peaces 'n PuzSouls and it's therapist, and staff. Please notify your therapist if any problems arise during the course of therapy regarding your ability to make timely payments. Clients who carry insurance should remember that professional services are rendered and charged to the client and not to the insurance company. Unless agreed upon differently, Peaces 'n PuzSouls and its therapists will provide you with a copy of your receipt/invoice on a monthly basis. Insurance will be billed, however, and keep in mind, that all services may not be reimbursable and this will be discussed prior to rendered services. It is your responsibility to check with your insurance company to make sure your service and service provider is covered and reimbursable under your plan. If your account at Peaces 'n PuzSouls is unpaid and overdue without a written payment plan that is current, Peaces 'n PuzSouls and its staff, can use legal or other means, such as collection agencies, court, etc.... to obtain payment and ultimately terminate services.

Mediation & Arbitration: All disputes arising out of or in relation to this agreement to provide psychotherapy services shall first be referred to mediation, before, and as a precondition of, the initiation of arbitration. The mediator shall be a neutral third party chosen by agreement of Peaces 'n PuzSouls and it's staff and clients. The cost of such mediation, if any, shall be split equally, and not excessive or drawn out past a reasonable period of time, unless otherwise agreed upon by all parties. In the event that mediation is unsuccessful, any unresolved controversy related to this agreement should be submitted to and settled by binding arbitration in Ramsey County, Minnesota, in accordance with the rules of the American Arbitration Association which are in effect at the time the demand for arbitration is filed. Notwithstanding the foregoing, in the event that your account is overdue and unpaid and there is no agreement on a payment plan, Peaces 'n PuzSouls and it's staff can use legal means such as, but not limited to, court, collection agencies, etc., to obtain payment. The prevailing party in arbitration or collection proceeding shall be entitled to recover a reasonable sum as and for attorneys' fees. In the case of arbitration, the arbitrator will determine that sum.

The process of Therapy/Evaluation and Scope of Practice: Participation in therapy can result in a number of benefits to you, including improving interpersonal relationships and resolution of the specific concerns that led you to seek therapy. Working toward these benefits, however, requires efforts on your part. Psychotherapy requires your very active participation, involvement, honesty, and openness in order to change your thoughts, feelings, patterns, behaviors, dynamics, etc. Peaces 'n PuzSouls and it's therapists will ask for your feedback, periodically, regarding your views for and on your therapeutic process, its progress, and other aspects of the therapy. Please be open and honest, as this will assist you in the journey of your therapeutic process. Sometimes more than one approach can be helpful in dealing with diverse situations, no one therapeutic model is perfect or encompasses all. During evaluation/assessment or psychotherapy, remembering or talking about unpleasant events, feelings, thoughts, can result in you experiencing considerable discomfort or strong feelings of anger, sadness, worry, fear, etc., or increase your experience of anxiety, depression, insomnia, etc. Peaces 'n PuzSouls and it's therapists may challenge some of your assumptions or perceptions or propose differing ways of looking at, thinking about, or handling situations, that are already causing or contributing to you potentially feeling upset, angry, sad, challenged, or disappointed. Attempting to resolve issues that brought you to therapy in the first place, such as personal or relational/interpersonal relationships may result in changes that were not originally intended or desired. Psychotherapy may result in decisions about changing in various aspects of one's life. Sometimes, a decision that is positive for one family member, or friend, is viewed negatively by the others in your life. Change will sometimes be easy and swift, but more often it will be slow and even frustrating and frightful at times. There is no guarantee that psychotherapy will yield positive or intended results. Psychotherapy is assisting the client to unpack unconsciousness, interpret what is happening or what has happened, assist in re-experiencing challenges, and ultimately understand what is happening in hopes of creating a different experience moving forward. Peaces 'n PuzSouls and it's therapists provided neither custody evaluation recommendations, medication, prescription recommendation, legal advise, work excuses, determination for social

security benefits, determination for service pets, recommendations for housing or academic standing, and does not work to satisfy county, court, state funded services or programming conducted by a third party agency that you are connected with. Peaces 'n PuzSouls works with the client through a therapeutic relationship and not the agency in which the client or minors of the client is connected to. No assessments or evaluation will be directly released to a third party agency. All evaluations and assessments will be explained to the client through and in a scheduled therapeutic session and then released to the client.

Discussion of Treatment Plan: Within a reasonable period of time after the initiation of treatment, Peaces 'n PuzSouls and it's therapists will discuss, with a working and dynamic understanding of the problem, treatment plan, therapeutic objectives, and view of the possible outcomes of treatment. If you have any unanswered questions about any of the procedures used in the course of therapy, please ask.

Termination: If it is determined that this therapeutic relationship is not a good fit. If at any time during psychotherapy it is determined that you are not being effectively helped or reaching therapeutic goals or that the therapeutic relationship is not beneficial to your well being, or if non compliance to respect, attendance, safety, unclear boundaries directed at the therapist, or any treatment that goes beyond the scope of the therapist's practice will be discussed with the client and further or appropriate arrangements will be made to terminate services/treatment. You will be directed to contact your insurance provider or a mental health referral team to seek other therapeutic services that are best fit for your psychotherapeutic needs. If requested in writing and coupled with a release of information/authorization to release information, Peaces 'n PuzSouls and it's staff may speak with a psychotherapist or mental health professional of your choice. The psychotherapist or mental health professional of your choice as indicated in your release may initiate the call to Peaces 'n PuzSouls' therapists and staff, to obtain the information outlined in your release.

Dual Relationships: Not all dual or multiple relationships are unethical or avoidable. Consequently you may observe the therapist or staff of Peaces 'n PuzSouls in the community at times, this may also be true of the therapist or staff of Peaces 'n PuzSouls observing you in the community and it's vicinities. You may also encounter persons you may know or recognize in the vicinity or waiting areas of Peaces 'n PuzSouls, or you may run into someone that you may have recognized from the waiting areas of Peaces 'n PuzSouls in the community or it's vicinities. With having said that, please be respectful of that persons' confidentiality just as it will be requested the same of those who may recognize you in the same situation. Peaces 'n PuzSouls and its staff will never acknowledge working with anyone without his or her permission. Many clients choose Peaces 'n PuzSouls and it's therapists' because of other community connections. Nevertheless, Peaces 'n PuzSouls and it's therapists' will discuss with you, the often existing complexities, potential benefits and difficulties that may be involved in dual/multiple relationships. Dual or multiple relationships can enhance trust and therapeutic effectiveness, but can also detract from it, and often it is impossible to know that ahead of time. It is your responsibility to communicate if a dual relationship exists and is uncomfortable for you in any way. There is never any instance where a dual relationship will involve or having involved any sexual, dating, intimacy, past history of current, or future, closely connected and inappropriate boundaries that exists or existed between the clients of Peaces 'n PuzSouls and it's therapists, and staff. Peaces 'n PuzSouls and its staff will always follow the current rules, policies, mandates, and guidelines on dual relationships as produced by the governing licensure board and the state of Minnesota.

Cancellation: Since the scheduling of an appointment involves the reservation of time specifically for you, a minimum of 24 hours or a one (1) day notice is required for re-scheduling or cancelling an appointment. Unless we reach a different agreement, the full fee for same day cancellations/reschedules, no shows, etc., applies and will be charged for each session applicable without such further notification. All fees must be paid prior to the next schedule appointment or at the next appointment unless otherwise discussed and approved by Peaces 'n PuzSouls and it's therapists and staff. This is the client responsibility. See paragraph *Ongoing Appointment Scheduling*.

I have read the above **Agreement for Psychotherapy Services, Consent for Disclosure, Business Statement, Responsibility for Payment, Authorization to Release Information, HIPPA, & General Policies Information** carefully. I understand them and agree to comply with them. Signing this document acknowledges also that five (5) other pages precede this document, and you, and Peaces 'n PuzSouls, agree to have this one (1) signed document on file, accounting for the entire six (6) page document, titled Agreement for Psychotherapy Services. This signature page is 6 of 6 pages.

Client Printed Name Date	Relationship	Signature	Date
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Printed Name (other if applicable)	Relationship	Signature	Date
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