

Abella Counseling, LLC

Welcome! Thank you for choosing Abella Counseling, LLC. I would like to take the opportunity to acquaint you with our office policies relevant to treatment, confidentiality and administrative policies. Please do not hesitate to contact me with any questions you may have about these policies.

Beginning therapy is a commitment to change. Our work together will focus on helping you identify and cope more effectively with problems in daily living and with inner conflicts, which may impair your ability to function effectively. I will do my best to help you achieve your goals, but I cannot guarantee a specific result.

Each individual is responsible for their growth and healing therefore you are expected to actively work with me to outline your treatment goals and assess your progress. Your progress in therapy depends also on what you do between sessions than on just what happens in session.

Appointments

Commitment to the process and consistent attendance to appointments will determine how much you benefit from counseling. Clients are generally seen weekly however the frequency will be determined by what we agree on regarding your needs. Appointments are scheduled for 50 minutes. You may discontinue treatment any time, but I respectfully ask that you please discuss this decision with me. In the event of an emergency you may reach me at 505-440-1726.

Fee

My fee for service is \$100.00 per session. I do offer a sliding scale based on need and ability to pay. I accept most insurance. Your payment or co-payment is due at the time of service unless other arrangements are made. I will file your insurance claims, but you are responsible for your deductibles, co-insurance and co-payments. It is your responsibility to familiarize yourself with your insurance benefit.

Cancellations and Missed Appointments

You will be billed for a session that you cancel with less than a 24-hour notice. You may leave messages 24 hours a day at 505-440-1726. For a No Show or a cancellation less than 24-hours prior to your appointment you will be billed the rate of \$80.00. Insurance companies do not reimburse for failed appointments. You will receive a No Show policy agreement as part of your documentation packet. Please read it carefully.

Confidentiality

Issues discussed in therapy are important and are generally legally protected by confidentiality privileges. However, there are limits to the privilege of confidentiality. These situations include:

- Possible abuse or neglect of a child, elderly person or disabled person.
- When I believe you are in danger of harming yourself or another person or you are unable to care for yourself.
- If you report that you intend to physically injure a person, the law requires that I inform that person as well as legal authorities.
- If I am ordered by the court to release information as part of a legal involvement in litigation, or otherwise required by law.
- When your insurance company is involved in filing a claim, insurance audit, case review or appeals, etc.
- In natural disasters whereby protected records may become exposed.

All other release of information will only be done with the written permission given by you. My office is compliant with the HIPAA Privacy Act.

Record Keeping

A clinical chart is maintained describing your condition and your treatment and progress in treatment, dates of and fees of sessions and notes describing each session. Charts are locked and kept on site. In addition to an electronic record that is kept, safeguarded and HIPAA compliant.

Sincerely,

Heather Abella, MA, LPCC