

Janet Greenwood, Ph.D., RN
California Licensed Marriage & Family Therapist
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**OFFICE POLICIES & GENERAL INFORMATION AGREEMENT FOR
PSYCHOTHERAPY SERVICES**

This Agreement provides you the Patient/Client information that is additional to that detailed in the Notice of Privacy Practices.

CONFIDENTIALITY: All information disclosed within sessions and the written records pertaining to these sessions are confidential and may not be revealed to anyone without your written permission, except where disclosure is required by law. Most of the provisions explaining when the law requires disclosure were described to you in the Notice of Privacy Practices that you received with this form. When disclosure is required by law: Disclosure may be required pursuant to a legal proceeding. 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. In couple and family therapy, or when different family members are seen individually, confidentiality and privilege do not apply between the couple or among family members. Dr. Greenwood will use her clinical judgment when revealing such information. Dr. Greenwood will not release records to any outside party unless she is authorized to do so by *all* family members who were part of the treatment.

Emergencies: If there is an emergency during our work together, or in the future after termination, where Dr. Greenwood becomes concerned about your personal safety, the possibility of your injuring someone else, or about you receiving proper psychiatric care, she will do whatever she can within the limits of the law, to prevent you from injuring yourself or others and to ensure that you receive the proper medical care. For this purpose, she may also contact the person whose name you have provided on the biographical sheet.

Health Insurance & Confidentiality of Records: Disclosure of Confidentiality of Records: Disclosure of confidential information may be required by your health insurance carrier or HMO/PPO/MCO/EAP in order to process the claim. If you so instruct Dr. Greenwood, only the minimum necessary information will be communicated to the carrier. Unless authorized by you explicitly, the Psychotherapy Notes will not be disclosed to your insurance carrier. Dr. Greenwood has no control or knowledge over what insurance companies do with the information she submits 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 the confidentiality, privacy, or to future eligibility to obtain health or life insurance. The risk stems from the fact that mental health information is entered into insurance companies' computers and soon will also be reported to the congress-approved National Medical Data Bank. Accessibility to companies' computers or o the National Medical Data Bank database is always in question, as computers are inherently

vulnerable to break-ins and unauthorized access. Medical data has been reported to have been sold, stolen, or accessed by enforcement agencies; therefore, you are in a vulnerable position.

Confidentiality of E-mail, Cell Phone and/or Fax Communication. It is very important to be aware that e-mail and cell phone communication can be relatively easily accessed by unauthorized people and hence, the privacy and confidentiality of such communication can be compromised. E-mails, in particular, are vulnerable to such unauthorized access due to the fact that servers have unlimited and direct access to all e-mails that go through them. Faxes can easily be sent erroneously to the wrong address. Please notify Dr. Greenwood at the beginning of the treatment if you decide to avoid or limit in any way the use of any or all of the above-mentioned communication devices. Please do not use e-mails or faxes for emergencies.

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, custody disputes, injuries, lawsuits etc.) neither you nor your attorney, nor anyone else acting on your behalf will call on Dr. Greenwood to testify in court or at any other proceeding, nor will a disclosure of the psychotherapy records be requested.

TELEPHONE & EMERGENCY PROCEDURES: If you need to contact Dr. Greenwood between sessions, please leave a message on Dr. Greenwood's voice mail, 916-947-2232, and your call will be returned as soon as possible. Dr. Greenwood checks her messages throughout the day, unless she is out-of-town. If an emergency situation arises, please indicate it clearly in your message. If you need to talk to someone right away, go to the closest emergency room for a clinical emergency, or call the police at 911.

PAYMENTS & INSURANCE REIMBURSEMENTS: Dr. Greenwood bills clients on an agreed upon hourly fee with each client. Clients are expected to pay Dr. Greenwood their contracted hourly fee at the time of each visit. Telephone conversations, site visits, report writing and reading, consultation with other professionals, release of information, reading records, longer sessions, travel time etc. will be charged and billed at the same rate, unless indicated and agreed to otherwise. Please notify Dr. Greenwood if any problems arise during the course of therapy regarding your ability to make time payments. Clients who carry insurance should remember that professional services are rendered and charged to the clients and not to the insurance companies. Unless agreed upon differently, Dr. Greenwood, if requested, will provide a statement which can be submitted to your insurance company. As was indicated in the "Health Insurance & Confidentiality of Records" section, you must be aware that submitting a mental health invoice for reimbursement carries a certain amount of risk. Not all issues/conditions/problems which are the focus of psychotherapy are reimbursed by insurance companies. It is your responsibility to verify the specifics of your coverage.

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 Dr. Greenwood and Client(s). The cost of such mediation, if any, shall be split equally, unless otherwise agreed. In the event that mediation is unsuccessful, any unresolved controversy related to this agreement should be submitted to and settled by binding arbitration in Sacramento County, California, 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 (unpaid) and there is no agreement on a payment plan, Dr. Greenwood can use legal means (court, collection agency etc.) to obtain payment. The prevailing party in arbitration or collection proceedings shall be entitled to recover a reasonable sum for attorney's fees and costs. In the case of arbitration, the arbitrator will determine that sum.

THE PROCESS OF THERAPY/EVALUATION: 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 towards these benefits, however, requires effort on your part. Psychotherapy requires your every active involvement, honesty, and openness in order to change your thoughts, feelings, and/or behavior. Dr. Greenwood will ask for your feedback and views on your therapy, its progress and other aspects of the therapy and will expect you to respond openly and honestly. Sometimes more than one approach can be helpful in dealing with a certain situation. During evaluation or therapy, remembering or talking about unpleasant events, feelings or thoughts can result in you experiencing considerable discomfort or strong feelings of anger, sadness, worry, fear, etc., or experiencing anxiety, depression, insomnia, etc. Dr. Greenwood may challenge some of your assumptions or perceptions or propose different ways of looking at, thinking about, or handling situations that can cause you to feel very upset, angry, depressed, challenged, or disappointed. Attempting to resolve issues that brought you to therapy in the first place, such as personal or interpersonal relationships, may result in changes that were not originally intended. Psychotherapy may result in decisions about changing behaviors, employment, substance use, schooling, housing, or relationships. Sometimes a decision that is positive for one family member is viewed quite negatively by another family member. Change will sometimes be easy and swift, but more often it will be slow and even frustrating. There is no guarantee that psychotherapy will yield positive or intended results. During the course of therapy, Dr. Greenwood is likely to draw on various psychological approaches according, in part, to the problem that is being treated and her assessment of what will best benefit you. These approaches include behavioral, cognitive-behavioral, psychodynamic, existential, family systems, development (adult, child, family), or psycho-educational.

DISCUSSION OF TREATMENT PLAN: Within a reasonable period of time after the initiation of treatment, Dr. Greenwood will discuss with you (client) her working understanding of the problem, treatment plan, therapeutic objectives, and her view of the possible outcomes of treatment. If you have any unanswered questions about any of the procedures used in the course of your therapy, their possible risks, Dr. Greenwood's expertise in employing them, or about the treatment plan, please ask and you will be answered fully. You also have the right to ask about other treatment that Dr. Greenwood does not provide and she had an ethical obligation to assist you in obtaining those treatments.

TERMINATION: As set forth above, after the first couple of meetings, Dr. Greenwood will make an assessment of whether she can be of benefit to you. Dr. Greenwood does not accept clients who, in her opinion, she cannot help. In such a case, she will give you a number of referrals whom you can contact. If at any point during psychotherapy, Dr. Greenwood assesses that she is not effective in helping you reach the therapeutic goals, she is obliged to discuss this with you, and if appropriate, to terminate treatment. In such a case, Dr. Greenwood would give you a number of referrals who may be of help to you. If you request and authorize in writing,

Dr. Greenwood will talk to the new psychotherapist to try and help with the transition. If, at any time, you want another professional's opinion or wish to consult with another therapist, Dr. Greenwood will assist you in finding someone qualified, and, if she has your written consent, will provide them with the essential information. You have the right to terminate therapy at any time. If you choose to do so, Dr. Greenwood will offer to provide you with names of other qualified professionals whose services you may prefer.

DUAL RELATIONSHIPS: Not all dual relationships are unethical or avoidable. Therapy never involves sexual or any other dual relationship that impairs Dr. Greenwood's objectivity, clinical judgment, or therapeutic effectiveness or can be exploitative in nature. Dr. Greenwood will assess carefully before entering into non-sexual and non-exploitative dual relationships with clients. In the Sacramento region, it is possible that clients may know each other and Dr. Greenwood from the community. Dr. Greenwood will never acknowledge working therapeutically with anyone without his/her written permission. Clients may choose Dr. Greenwood as his/her therapist because they know her before they enter into therapy, and/or are aware of her stance on the topic. Nevertheless, Dr. Greenwood will discuss with you the often existing complexities, potential benefits, and difficulties that may be involved in such relationships. Dual or multiple relationships can enhance therapeutic effectiveness, but can also detract from it and often it is impossible to know ahead of time. It is your responsibility as the client to communicate to Dr. Greenwood if the dual relationship becomes uncomfortable for you in any way. Dr. Greenwood will discontinue the dual relationship if she finds it interfering with the effectiveness of the therapeutic process or the welfare of the client and, of course, you can do the same at any time.

CANCELLATION: Since scheduling of an appointment involves the reservation of time specifically for you, a minimum of 48 hours notice is required for rescheduling or cancelling an appointment. Unless a different agreement is reached, the full fee will be charged for sessions missed without such notifications. Most insurance companies do not reimburse for missed sessions.

I have read the above OFFICE POLICIES & GENERAL INFORMATION AGREEMENT FOR PSYCHOTHERAPY SERVICES carefully; I understand the provisions contained therein and agree to comply with them.

Client Name (Print)	Date	Signature
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Client Name (Print)	Date	Signature
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Dr. Janet Greenwood, MFT, RN, Ph.D.	Date	Signature
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