

Clinic Policies and Procedures

Treatment: Thank you for choosing Counseling Solutions of Alaska for your care. We will make every attempt to schedule your initial visit with the clinician who best meets your needs. Please be aware that the initial visit is an evaluation. The evaluation will involve obtaining your history, concerns, needs and preferences, so that symptoms can be evaluated, a diagnosis determined and treatment goals established. At the end of the evaluation, the clinician will provide his/her recommendations and an agreement will be established about beginning a treatment relationship.

Confidentiality: In general, the confidentiality of communications between a patient and their clinician is protected by law and written consent must be obtained before any information about your care is released. However, the law has established some exceptions to written consent that require the clinician to disclose, including:

1. We must notify others if there is a clear threat of violence to an identifiable victim.
2. We must notify the proper authorities or others if a patient is determined to be suicidal/homicidal or unable to take care of himself/herself.
3. We must report suspected abuse and neglect of children, the elderly or the handicapped.
4. We must respond to subpoenas and court orders from a legitimate court of law requesting records or testimony.
5. We must release information to your insurance company or companies if they request information to help in the processing of your insurance claims.

Attendance: You are responsible for attending your scheduled appointments. Reminder calls are provided as a courtesy only. Because your appointments are reserved for you, it is important that you provide a 24-hour notice when cancelling appointments so that they can be offered to someone else that needs the time. If you do not show up for an appointment, or you cancel your scheduled session with less than a 24-hour notice, your clinician will determine whether it is feasible to continue the therapeutic relationship. In the case of sudden illness or genuine emergency, 24-hour notice may not be feasible; in this case, please call as soon as you know that you cannot make the appointment. There is a \$25.00 fee for late cancellations or “no-show” appointments, applied at the provider’s discretion.

Services for Minors: Patients under the age of 18 must have a parent or legal guardian present at the intake appointment and minors under 16 must have a parent at every appointment. Minors whose parents share custody must have both parents authorize care in writing.

Children and Appointments: Children may not be left unattended in the clinic. Our office staff cannot provide supervision of your children under any circumstances. In addition, children should not participate in the appointments of their parents or siblings, other than planned family sessions, as it can be distracting to therapy and potentially detrimental to the treatment process.

Use of Mood-Altering Substances: Please do not use mood-altering substances, including alcohol and other drugs such as marijuana, on the day of your session. If you have driven to our facility and a clinician determines that you are impaired, you will be asked to arrange for safe transportation home. Our staff can also assist with calling a cab. If you choose to leave the premises under the influence, we have the obligation to contact the authorities to assure your safety, as well as the safety of others.

Weapons on Premises: For the safety of everyone, Counseling Solutions of Alaska is a weapons-free facility. Please leave any firearms or other weapons in your car.

Service Animals: Only registered service animals are permitted in the clinic. Given that our clinicians are providing therapy services, we respectfully request that you leave therapy animals at home.

Medication Refills: If a refill is needed before your next scheduled appointment, please allow at least five (5) business days for a medication refill. If you run out of medication on the weekend, you will need to go to the emergency room.

Payment for services: It is important for you to evaluate the financial resources that you have available to pay for your treatment before beginning care. We will bill your insurance as a courtesy, but ultimately you are responsible for any amount that is not covered by insurance. Please note, some health insurance plans only reimburse for 45-minute sessions and some require prior authorizations. Co-pays and/or deductibles are expected to be paid at the time of each session. Please inform us when you have any changes to your health insurance. Health insurance does not cover the cost of court appearances or report generation—those services are your financial responsibility. Please inform us if you have Medicaid or Medicare. Medicaid/Denali Kid Care will not cover therapy, but it can be used for psychiatric evaluations and medication management. Because we cannot bill Medicare for psychiatric or therapy services, we cannot accept patients with Medicare at all, whether it is their primary, secondary or tertiary insurance.

Fee Schedule:

Therapy Intake Assessment	\$210.00
Therapy Session, 53-60 minutes	\$185.00
Therapy Session, 45-52 minutes	\$165.00
Therapy Session, 30-44 minutes	\$ 95.00
Group Therapy Session	\$150.00
Psychiatric Assessment	\$350.00
Medication Management	\$185.00
Court Appearances (door to door including preparation)	\$450.00 per hour
Late Cancellation / No Show Fee	\$ 25.00

Records: The law and standards of the mental health profession necessitate that we keep written records of your treatment. You are entitled to view your records, have a copy or provide written permission to have your records sent to another treatment or medical professional. Please allow 1-2 weeks for our staff to copy and send records. If you are requesting a copy of your records for yourself, there is a \$25.00 fee for records over 25 pages and a \$50.00 fee for records over 100 pages. There is no fee if we are sending your records to another provider's office.

Communication: Your clinician is scheduled hourly; therefore, they are not readily available by phone. You are welcome to leave your clinician a voice-mail message. Please include your name, phone number and a time when you can be reached. Your clinician will make every effort to return your phone call within one business day. Please be aware that clinicians are not available to return calls on weekends, holidays and vacations. Due to the lack of security of cell phones and e-mail, we cannot send you a text message, nor can we respond to issues involving your care in an e-mail. Please also remember that, as a privacy protection measure, our phone numbers will not show up on caller IDs.

Emergencies/Crisis: Our clinicians are often scheduled up to two or more weeks in advance; therefore, they are not typically available to respond to crises or emergencies. If you are experiencing a psychiatric emergency such as thoughts of harm to yourself or others, or you are in a crisis involving the need for immediate help, please call the community-wide 24-hour Crisis Hotline at (907) 563-3200, go to the nearest hospital emergency room or call 911.

My signature below indicates that I have read, understand and agree to abide by these policies.

Name: _____ Relationship to Patient: _____
(as applicable)

Signature: _____ Date: _____