

PARKER COLLINS

FAMILY MENTAL HEALTH

1042 Centerville Circle | Vadnais Heights, MN 55127
Phone 651.604.7771 | Fax 651.426.8116

OUTPATIENT SERVICES CONTRACT

Welcome to our practice. This document contains important information about our professional services and business policies. It also contains summary information about the Health Insurance Portability and Accountability Act (HIPAA), a federal law that provides new privacy protections and new client rights with regard to the use and disclosure of your Protected Health Information (PHI) used for the purpose of treatment, payment, and health care operations. Please read this contract carefully and note any questions you might have so that you can discuss them with your therapist. By signing this document, it will represent an agreement between you and Parker Collins. You may revoke this Agreement in writing at any time. That revocation will be binding on me unless we have taken action in reliance on it; eg. if there are obligations imposed on me by your health insurer in order to process or substantiate claims made under your policy; or if you have not satisfied any financial obligations you have incurred.

PSYCHOLOGICAL SERVICES

Psychotherapy varies depending on the personalities of the therapist and patient, and the particular problems you bring forward. Therapists at Parker Collins Family Mental Health will tailor their style of therapy to meet your needs. In order for the therapy to be most successful, you will have to work on things we talk about both during our session and at home.

Psychotherapy can have benefits and risks. Since therapy often involves discussing unpleasant aspects of your life, you may experience uncomfortable feelings like sadness, guilt, anger, frustration, loneliness, and helplessness. On the other hand, psychotherapy has also been shown to have benefits for people who go through it. Therapy often leads to better relationships, solutions to specific problems, and significant reductions in feelings of distress. There are no guarantees of what you will experience.

The first few sessions will involve an evaluation of your needs. By the end of the evaluation, your therapist will be able to offer you some first impressions of what your work together and a treatment plan to follow, if you decide to continue with therapy. You should evaluate this information along with your own opinions of whether you feel comfortable working your therapist. Therapy involves a large commitment of time, money, and energy, so you should be very careful about the therapist you select. If you have questions about the procedures, please discuss them whenever they arise. If your doubt persists, we will happily assist with a referral to therapist for a second opinion.

MEETINGS

Evaluation normally take place during the first two to four sessions. During this time, you and your therapist can both decide if you are a good match in order to provide the services you need to meet your treatment goals. Once psychotherapy is begun, appointments are normally scheduled for one 45-50 minute session per week at a time that is agreed upon by you and your therapist. Once an appointment is scheduled, you will be expected to keep that time unless you reschedule with at least 24 hour notice.

ATTENDANCE POLICY:

Failure to show for an appointment without contacting your Parker Collins therapist constitutes a NO-SHOW. If a client has two consecutive NO-SHOWS, Parker Collins staff may remove future appointments from your schedule. At that point Parker Collins may no longer be able to provide counseling services and will assist with a referral for obtaining counseling services elsewhere. Your therapist may offer to reschedule appointments; however, you will be subject to any wait list delays.

Cancelling two out of three or three out of five appointments is against Park Collins policy and may result in you being removed from the appointment schedule.

Parker Colling therapists reserve the right to cancel your appointment if you arrive to the session under the influence of alcohol or drugs, or if you (or those in session with you) are verbally or physically aggressive. This puts safety of clients and Parker Collins therapists at risk. It is your therapist's discretion

to determine whether you might be under the influence of drugs/alcohol or if you are putting safety of others at risk. You are responsible for paying out of pocket for the session if your therapist cancels the session due to reasons listed above. (See Parker Collins Financial Policy).

Most sessions last between 45 to 50 minutes. Parker Collins has established that in order to provide quality service, if a client is more than 15 minutes late they will be asked to reschedule their appointment.

CONTACTING Parker Collins

We are often not immediately available by telephone. We may not be able to answer the phone when we are with a patient. We do not offer emergency or crisis counseling. If you are experiencing an emergency, we ask that you call 911 or present to the nearest hospital emergency room. For non-emergency concerns or questions, you may call us at 651-604-7771 with a clearly stated return number. We will try to return your call within one business day.

PROFESSIONAL RECORDS

The laws and standards of our profession require that we keep treatment records for 7 years. You are entitled to receive a copy of the records unless I believe that seeing them would be emotionally damaging for you, in which case we will be happy to send them to a mental health professional of your choice. Because these are professional records, they can be misinterpreted and/or upsetting to untrained readers. We recommend that you review them in your therapist's presence so that we can discuss the contents. Patients will be charged an appropriate fee for any time spent in preparing information requests.

MINORS

If you are under eighteen years of age, please be aware that the law may provide your parents the right to examine your treatment records. It is our policy to request an agreement from parents that they agree to give up access to your records. If they agree, your therapist will provide them only with general information about their work together, unless your therapist feels there is a high risk that you will seriously harm yourself or someone else, or that you have been harmed. In this case, he/she will notify them of concern. He/she will also provide them with a summary of your treatment when it is complete. Before giving them any information, s/he will discuss the matter with you, if possible, and do their best to handle any objections you may have with what he/she is prepared to discuss.

CONFIDENTIALITY

In general, law protects the privacy of all communications between a patient and a therapist. We can generally only release information about our work to others with your written permission. The following are a few examples of situations we may be compelled to release your confidential information:

- If you are involved in a court proceeding and a request is made for information concerning the professional services that Parker Collins has provided to you, such information may be disclosed if a judge orders it or you provide consent to release information.
- If a government agency, pursuant to their lawful authority, is requesting the information for health oversight activities. We may be required to provide it for them.
- If a client files a complaint of lawsuit against me, we may disclose relevant information regarding that client in order to defend ourselves.
- If a client files a worker's compensation claim, we might have to disclose information related to the claim to appropriate individuals, which may include the patient's employer, the insurer or the department of Labor and Industry.
- There are some situations in which we are legally obligated to take action to protect others from harm, even if we have to reveal some information about a patient's treatment. For example, if your therapist believes that a child or vulnerable adult is being abused, that therapist must file a report with appropriate agency.
- If your therapist believes that a patient is threatening serious bodily harm to another, the therapist is required to take protective actions. These actions may include notifying the potential victim, contacting the police, or seeking hospitalization for the patient. If the patient threatens to harm himself/herself, the therapist may be obligated to seek hospitalization for him/her or to contact family members or others who can help provide protection.

Parker Collins staff may occasionally find it helpful to consult other professionals about a case. During consultation, we make every effort to avoid revealing the identity of my patient. The consultant is also legally bound to keep the information confidential. If you don't object, I will not tell you about these consultations unless I feel that it is important to our work together.

Parker Collins comprises of therapists and administrative staff. We may share protected information with each other for both clinical and administrative purposes, such as scheduling and quality assurance.

CLIENT RIGHTS AND RESPONSIBILITIES

Parker Collins is committed to providing dignified, respectful, compassionate care in a manner of upmost professionalism, quality and style. As a client, you have certain rights and responsibilities. Being aware of these will help you receive optimum service and will better enable you to reach your goals.

1. You have the right to **DIGNITY** as an individual human being. You have the right to the same consideration and treatment as anyone and to be free from discrimination regardless of your **SEX, RACE, COLOR, ECONOMIC STATUS, AGE, ABILITY, or BELIEFS**.
2. You have the right to high **QUALITY SERVICE** and individualized assessment and treatment. We will make every effort to provide you with considered and respectful care. Parker Collins is interested in your feedback. Our goal is to serve you in the most helpful way possible.
3. You have the right to **RESPECT**. You will be respected at all times regardless of who you are and where you come from. If you have concerns about your treatment, please discuss this frankly with your counselor. Respect for life requires that we warn other of learning of potential life threatening situations as dictated by the Tarasoff Act.
4. You have the right to **INDIVIDUALITY**, and your unique **CULTURAL IDENTITY**.
5. You have the right to be free from maltreatment or abuse as defined by the Vulnerable Adults Protection Act or Maltreatment of Minors (Minnesota Statutes section 626.5572, subdivision 15 or section 626.556); 6. You have a right to **PRIVACY**. Information collected will be used to determine need for treatment, appropriateness of services provided, treatment planning, and compliance with licensing and funding agencies. You may refuse to give data, but a minimum will be required before treatment services are provided. Excluding the identified exceptions noted herein, no data will be shared without your written consent. Your right to **CONFIDENTIALITY** and the limits to confidentiality will be respected according to the Parker Collins Minnesota Privacy Notice.
7. You have the right to **INFORMATION**. You may review the contents of you file if so requested. You have the right to be informed that some of the information from your chart may be used, with your name removed, for program improvement, research, or training.
8. You have the right to **UNDERSTAND**. You have the right to know your diagnosis, the recommended treatment options, who will provide treatment, cost, and expected length of treatment. You are encourage to ask your counselor if any of these items are unclear.
9. You have the right to **REFUSE TREATMENT**. Even though your counselor may recommend treatment options you may choose to not follow his/her advice.
10. You have the right to **SAFETY**. You have the right to be in a safe environment and free from physical, emotional, or sexual harassment. If you find yourself in an unsafe situation at Parker Collins, you have the right to request, and Parker Collins has an obligation to assist you in creating, an effective harassment prevention plan.
11. You have the right to **VOICE DISSATISFACTION**. A grievance procedure is available as a means of dealing with client complaints. Parker Collins takes complaints seriously. You will not be retaliated against if you wish to make a complaint.

12. You have the right and will be assisted if you wish to contact a Minnesota licensing board for public data on licensed therapists, or to report practitioner specific complaints: a. MN Board of Psychology, 2829 University Ave SE, #320, Minneapolis, MN 55414 b. MN Board of Social Work, 2829 University Ave SE, #340, Minneapolis, MN 55414 c. MN Board of Marriage & Family Therapy, 2829 University Ave SE, #330, Minneapolis, MN 55414 d. MN Board of Behavioral Health and Therapy, 2829 University Ave SE, #210, Minneapolis, MN 55414 e. MN Board of Medical Practice, 2829 University Ave SE, #500, Minneapolis, MN 55414

Along with your rights go certain responsibilities. In the long run, your growth is your responsibility. You must be responsible for the following:

1. To be **HONEST, OPEN, and WILLING** to share your concerns.
2. To **PARTICIPATE** to as much as is possible in learning to understand your disposition, cooperate mutually with your provider in developing treatment goals, and engaging in treatment.
3. To **ACTIVELY WORK** in and outside of the therapy room towards your treatment goals. If you are a parent or guardian, to be willing to examine your family environment and parenting efforts and make changes that will assist your child in growing and developing a healthy disposition.
4. To **FOLLOW THE TREATMENT PLAN**. You may discuss any reservation that you may have with your counselor.
5. To **ASK QUESTIONS** when you do not understand.
6. To **KEEP SCHEDULED APPOINTMENTS** and to change or cancel at least 24 hours ahead of you scheduled appointments. A pattern of missed or cancelled appointment may result in termination of services.
7. To **REPORT CHANGES** or unexpected life circumstances relevant to your treatment.

GRIEVANCE PROCEDURE

Parker Collins is committed to providing dignified, respectful, compassionate care in a manner of upmost professionalism, quality, and style. As a client you have the right to receive quality service it is our goal to help you become satisfied with our services. If you are not satisfied we really want to know. If you wish to make a complaint (file a grievance) you have the right to do so without retaliation. We will actively work with you to achieve a mutually agreeable resolution to your complaint. We ask that you follow the below procedure in order to come quickly to the most optimal resolution.

1. You may file a grievance against your therapist or other Parker Collins staff without retaliation, but we ask that you do so in writing.
2. Please present your grievance to your therapist as a first step. You should attempt to work out a resolution with your therapist.
3. You will be notified in writing that Parker Collins management has been made aware of your grievance.
4. If you have not been able to achieve an agreeable resolution with your therapist, you will be afforded an opportunity to present your grievance to Parker Collins management. If your therapist is a Parker Collins managing partner, you will be afforded an opportunity to present your grievance to a second Parker Collins managing partner.
5. If you have not been able to reach a resolution to your grievance, you always retain the right to make a complaint to the appropriate governing board:
 - a. MN Board of Psychology, 2829 University Ave SE, #320, Minneapolis, MN 55414
 - b. MN Board of Social Work, 2829 University Ave SE, #340, Minneapolis, MN 55414
 - c. MN Board of Marriage & Family Therapy, 2829 University Ave SE, #330, Minneapolis, MN 55414
 - d. MN Board of Behavioral Health and Therapy, 2829 University Ave SE, #210, Minneapolis, MN 55414
 - e. MN Board of Medical Practice, 2829 University Ave SE, #500, Minneapolis, MN 55414
 - f. MN Department of Human Services, 444 Lafayette Road, St. Paul, MN 55155
 - g. MN Department of Health, Office of Health Complaints, PO Box 64975, St. Paul, MN 55164, 651-201-5000
 - h. Office of the Ombudsman For Mental, Health and Developmental Disabilities, 121 7th Place East, Suite 420, St. Paul, MN 55101, 651-757-1800 or 1-800-657-3506, ombudsman.mhdd@state.mn.us

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