

Jenny Bazán, LPC
Counseling Services

8400 North Mopac Expressway #302
Austin, TX 78759
512-213-2388

Congratulations on starting counseling, and welcome to my practice. It is my pleasure to have the opportunity to work with you. Counseling is a process that can be both challenging and rewarding, and as you embark on this journey, it may help to have an idea of what to expect. Below are some general guideline and information regarding my practice. By signing this form, you are agreeing to follow the policies outlined below. If you have any questions or concerns about these policies or any other aspect of my practice, please feel free to discuss them with me. I look forward to meeting with you!

Confidentiality: Confidentiality is of utmost importance. It is what helps build trust and safety in the therapeutic relationship. In general, the privacy of all communication between a client and a therapist is protected by law, and I can only release information about your treatment to others if you sign a Release of Information Form.

There are some situations where I am permitted or required to disclose information without your consent:

- If a judge court orders your counseling records, I may be required by law to release them.
- If a government agency is requesting the information for health oversight activities, I may be required to provide it for them.

There are some situations in which I am legally obligated to take action to protect you or others from harm, and I may have to reveal some information about a your treatment. These situations are unusual, but it is important to be aware.

- If I have cause to believe you pose a threat of harm to yourself or others, I am obligated to notify the appropriate authorities. In the event of psychiatric or medical emergency, I will notify the appropriate medical authority and the person you list as an emergency contact.
- If I have cause to believe that a child under 18 has been or may be abused or neglected (including physical injury, substantial threat of harm, mental or emotional injury, or any kind of sexual contact or conduct), or that a child is a victim of a sexual offense, or that an elderly or disabled person is in a state of abuse, neglect or exploitation, the law requires that I make a report to the appropriate governmental agency, usually the Department of Protective and Regulatory Services. Once such a report is filed, I may be required to provide additional information.
- If a client discloses to me the identity of a mental health professional who engaged in sexual contact with him/her during the process of treatment, state law requires me to report that professional to his/her state licensing board. In this situation, I am NOT permitted to disclose the identity of the client if s/he does not wish to be identified.

Payments and Fees: My fee is \$115 per each 50-minute individual counseling session or \$130 per each 60 minute couples counseling session. Payment is due at the time of your session. You may pay by cash or check.

Insurance Reimbursements: If you have a health insurance policy, it may provide some coverage for mental health treatment. I am not a member of any insurance panels at this time, but most insurance companies, which cover mental health treatment, will also provide for out-of-network reimbursement. I will fill out forms and provide you with whatever assistance I can in helping you receive the benefits to which you are entitled; however, you (not your insurance company) are responsible for full payment of my fees. It is very important that you find out exactly what mental health services your insurance policy covers.

Attendance and Appointments: All services are scheduled by appointment only. You are expected to attend all scheduled appointments. However, if you must cancel a scheduled appointment, you are required to notify me a *minimum* of 24 hours in advance *and* by 5 p.m. on the previous business day. If your appointment falls before a holiday, please make an effort to call on the business day prior. ***You must give the required notice or you will be charged for the missed appointment.***

Contacts: You may contact me by telephone or e-mail, but it is best to leave a voicemail as I check my telephone more frequently. I will make every effort to return your call within 24-48 hours, with the exception of weekends, holidays or vacations. Again, I prefer to have contact by phone rather than e-mail, because e-mail is not considered a confidential medium. Confidentiality is of utmost importance in my practice. I am sorry if this causes an inconvenience. Contacting me by phone will allow us to have the best communication medium and still be confidential. On occasion we may agree to have e-mail communication in order to convey brief appointment related information or if there is some reason why phone communication becomes difficult. On those occasions you are agreeing that the confidentiality of these communications cannot be guaranteed. But I will not address clinical issues on e-mail. I also can't guarantee that I will respond to my e-mail message in a timely manner, as I will not be expecting client messages.

Emergencies: For immediate assistance in the event of a serious or life-threatening emergency, please make use of the following emergency services: **24-Hour Crisis Hotline at 472-HELP (472-4357), 911, or the nearest emergency room: ask for the psychologist or psychiatrist on call.** If you are in the care of a psychiatrist, please notify him or her immediately.

Termination of Services: Termination is a process which both the client and therapist will discuss. Based on an assessment of progress toward therapy goals and client's interest and/or ability to continue treatment, therapist and client will create a termination plan together. This applies regardless of cause of termination.

Problems: If you have any concerns or questions about the counseling services you are receiving, please discuss them with me. I am always happy to hear your thoughts and constructive feedback on how to make your experience more therapeutic.

If you decide to file a complaint, you may contact my licensing board, the Texas State Board of Examiners of Professional Counselors:

Texas State Board of Examiners of Professional Counselors

Complaint Management and Investigative Section

P.O. Box 141369 Austin, Texas 78714 -1369

or call 1-800-942-5540

All licensed therapists are required to follow professional ethics.

Signing below indicates that you have read and understood the policies and procedures as outlined. In addition, you are acknowledging that you are entering into a therapeutic relationship with Jenny Bazán, LPC, and are consenting to treatment.

Client Signature

Date

Client Guardian or Representative Signature

Date

Therapist Signature

Date

After completing the form, please email it to Jenny Bazán at jennybazan1@gmail.com or bring the form with you to your next appointment.