

NASHVILLE EMOTIONAL WELLNESS COUNSELING, PLLC

4205 Hillsboro Pike, Suite 314 · Nashville, TN 37215 · (615) 398-1292

TERAPIST-CLIENT SERVICES AGREEMENT

Nashville Emotional Wellness (NEW) Counseling specializes in providing therapeutic and practical counseling that utilizes systems, tools, strategies and techniques that increase your ability to be your best self. Unlike any other area in life, therapy provides individuals with a relationship that is totally focused on them. Nashville Emotional Wellness (NEW) Counseling builds on this relationship dynamic by meeting you where you are to support you in identifying and standing in your truth. Through focused work on self compassion, acceptance, forgiveness and gratitude, Nashville Emotional Wellness (NEW) Counseling aids in nurturing a sense of emotional safety that allows for the releasing of blockages and the healing of wounds.

COUNSELING SERVICES

The decision to enter into a counseling relationship is sometimes a difficult one. The choice to sit alongside a stranger, open up and share in ways that may be foreign takes a tremendous amount of courage. At the cornerstone of counseling is this step and the individual belief in one's ability to heal or make healthy changes.

Unlike any other area in life, therapy provides individuals with a relationship that is totally focused on them. By building on this relationship dynamic and nurturing the therapeutic bond, a counselor is able to meet clients where they are and support clients in identifying and standing in their truth. Therapy and the therapist provide the catalyst for change and help guide the process of change that will take place.

Therapy is not meant to provide a quick fix and ultimately it is the client who determines the flow of the counseling process. The speed of progress and duration of the counseling process hinges largely on client engagement and client motivation for change. Therapy requires active participation from both the therapist and the client. Oftentimes assignments aimed at reflection are given in between sessions to keep the client engaged in the process. Completion of assigned reading and reflection allow for a greater sense of collaboration and ownership of the process by clients.

Ending relationships can be difficult. Therefore, it is important to have a termination process in order to achieve some closure. The appropriate length of the termination depends on the length and intensity of the treatment. Termination of treatment will typically only take place after appropriate discussion with you and when established goals have been accomplished or if I determine that the psychotherapy is not being effectively used or if you are in default on payment. I will not terminate the therapeutic relationship without first discussing and exploring the reasons and purpose of terminating. If therapy is terminated for any reason or you request another therapist, I will provide you with a list of qualified psychotherapists to treat you. You may also choose someone on your own or from another referral source.

Returning to therapy at any given point is always an option and I will always make and hold space for you to do so.

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APPOINTMENTS AND CANCELLATIONS

Appointments are typically scheduled directly with the therapist at the end of the counseling session. Appointments may also be scheduled via the practice website. Appointments scheduled via the website must be secured with a credit or debit card. The standard meeting time for psychotherapy is 45-50 minutes. This allows time for scheduling of subsequent appointments, for payment collection and completion or necessary paperwork. Requests to change the 45-50-minute session needs to be discussed with the therapist in order for time to be scheduled in advance. Appointments that extend beyond the allotted time may be charged additional fees.

Cancellations and re-scheduled sessions will be subject to a full charge or \$165 whichever is greater if NOT RECEIVED AT LEAST 24 HOURS IN ADVANCE. This is necessary because a time commitment is made to you and is held exclusively for you. If you are late for a session, you may lose some of that session time. Cancellations can be made by calling the office and leaving a message if no one answers or by canceling via the client portal on the website.

Should you fail to schedule an appointment for three consecutive weeks, unless other arrangements have been made in advance, for legal and ethical reasons, I must consider the professional relationship discontinued.

BILLING AND PAYMENTS

Nashville Emotional Wellness Counseling is primarily a private pay practice that is in-network with a select few insurance providers and also accommodates out-of-network billing which allows clients to file directly with their insurance provider or have NEW file on their behalf.

The standard fee for all counseling services is \$165 per session. If you have any difficulty in paying this fee, reduced rates are available based on need. Clients requesting the sliding fee scale are required to submit documentation of need and are approved for and re-certified every 6 months. In-patient hospitalization visits or telephone counseling, etc. are based on the same fee policy for an in-office visit in addition to transportation expenses. Court appearances or related calls and documentation are \$165 per hour.

Payment is due at the beginning of session. If I do not have my payment at the beginning of session, my counselor will have to reschedule to another time when I can make the payment. I understand that I will owe for that session as well as the session rescheduled.

NEW is a cashless practice. Debit and credit cards are acceptable forms of payment. Debit and credit card payments are processed via Stripe credit card processing systems. Clients are required to put a credit or debit card on file with the practice. Occasionally clients are permitted to pay by check. A \$25.00 service charge will be charged for any checks returned for any reason for special handling.

Clients may also elect to do out-of-network billing which will allow clients to file directly with their insurance company and request reimbursement from them. Clients must discuss and make this request prior to sessions in order for therapist to provide necessary billing documents. Any questions regarding the out-of-network process may be discussed with your therapist.

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TELEPHONE ACCESSIBILITY

If you need to contact me between sessions, you may leave a message on my voice mail. I am often not immediately available; however, I will attempt to return your call within 24 hours. In the event that you are out of town, sick or need additional support, telemedicine sessions are available. If a true emergency situation arises, please call 911 or any local emergency room.

SOCIAL MEDIA AND TELECOMMUNICATION

Due to the importance of your confidentiality and the importance of minimizing dual relationships, I do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc). I believe that adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship. If you have questions about this, please bring them up when we meet, and we can talk more about it.

ELECTRONIC COMMUNICATION/TELEMEDICINE

Telemedicine is available and may be used to insure continuity of care in events and circumstances where a face to face session isn't possible or desired. While telemedicine is a viable option, I cannot ensure the confidentiality of any form of communication through electronic media, including text messages. If you prefer to communicate via email or text messaging for issues regarding scheduling or cancellations, I will do so. While I may try to return messages in a timely manner, I cannot guarantee immediate response and request that you do not use these methods of communication to discuss therapeutic content and/or request assistance for emergencies.

MINORS

If you have a child being seen by a counselor, it is important to understand that the counselor will not share content from the session with you unless the content must be shared for safety reasons or if the therapist judgment warrants sharing content for the welfare and health of the child. Progress and treatment planning in general terms will be discussed and parents should be prepared to participate in family sessions at some point as well throughout the counseling process.

BY CLICKING ON THE CHECKBOX BELOW I AM AGREEING THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.