

Serenity Mental and Medical Health Clinic

Harmony Within Mental Health

Welcome to our practice. It is our intent to provide you with comprehensive and collaborative health care. We all have a great capacity to make changes in our lives yet sometimes it is not clear how to reach our desired goals. Together we will work to find the path that feels most comfortable for you and allows you the growth and change you seek. You may be unsure or have conflicting feelings and thoughts about what you genuinely want, or you may know exactly what it is but not how to get there. In either case, we will work together to find the solutions you seek.

Our practice has providers with several specialties. Philip Couch is an FNP and a PMHNP. Susan Couch, LCSW is trained in Brainspotting, EMDR, DBT, CBT, Somatic Therapy, Internal Family Systems and other therapies to help find the right type of therapy for you. Jessica Grider, LCSW is trained in CBT and DBT. We have formed a collaborative practice to focus on treating the “whole person” instead of different aspects. We all have been in the medical field for many years and bring with us a breadth of experience and knowledge.

Confidentiality

The fact that you are coming to see us, and the content of the sessions, are confidential and will not be shared with anyone without a signed release from you. We do, however, share information between ourselves in the practice if we have clients who are seeing more than one practitioner. We do this to help us understand all aspects of the person which often results in better care. Exceptions to this policy are as follows:

- in situations where you may express serious intent to harm yourself or someone else,
- if there is evidence that a child or elder has been or is being sexually or physically abused or neglected,
- if you are involved in a lawsuit and the court orders us to turn over our records, however, there are instances where this can be challenged,
- there may be other instances, please read the HIPPA document for further information

To provide the best care for you, we may seek consultation either individually or in peer supervision groups at times. This is done in a manner that protects your confidentiality, as we do not use names or identifying information.

Sometimes it can be awkward to see us out in public. Should this happen we will not acknowledge you until you acknowledge us first. This allows you to be in control of whether we speak. Our concern is for you to feel safe and secure. If we find our paths repeatedly crossing outside of the office, we will need to discuss effective ways of maintaining boundaries so that you may continue to feel safe in the therapeutic process.

Emergencies

There may be times outside of session that you need to reach us. All medical emergencies need to go to the Emergency Room. For medical care, the staff will not be on call. For therapy, there are cases when an individual is given permission to contact the therapist out of session. This is left to the discretion of each therapist and you are welcome to inquire should you want to be considered. If you leave a message on our answering machine, we will return your phone call within 24 hours or less on most workdays. If you need more urgent assistance and you cannot reach us, please call 911 or go to the Emergency Room at the closest hospital and ask for the Psychiatrist on call.

Financial Policy

Payment:

- Fees for service are your responsibility, not that of your insurance company.
-
- Filing of insurance claims will be done on your behalf and your copayment for your first session will be determined to the best of our ability.
-
- Fees for copayments and/or cash sessions are due at the time of session. Credit cards, checks and/or cash are accepted.
-
- Phone consultations are charged in 15-minute increments (80 per hour; a phone consultation will **only be charged if it exceeds 15 minutes** and will cost 20.00) and are cash based due to insurance limitations.
-
- The collection of unpaid balances may be turned over to a collection agency or pursued through the courts. Should that occur you will be charged an additional 3% on your outstanding balance to cover the collection agency costs.

Missed or Canceled Appointments:

Your appointments are reserved especially for you. Missed appointments without notification or with less than 24-hour notice will result in your being charged the full fee for that appointment unless there is a reasonable cause. Insurance companies do not reimburse for missed appointments.

In inclement weather, call the office to inquire about cancellation of appointments.

If you prefer to get reminder notices, please initial below. We may remind you via text, email and or phone. Initial _____

Complaint Procedures

You will have time at each session to provide us feedback. If you are dissatisfied, uncomfortable or have questions about any part of the services you receive, we hope you

will discuss it with your provider and/or the clerical staff. Although it may be difficult to discuss, it will make our work together more effective.

If you think that we have treated you unfairly or unethically and we cannot resolve the problem, you may contact the Licensing Board for the provider who you feel has treated you unethically.

Authorization for Insurance Payment

I agree to meet all financial obligations as listed above. I understand that if it is determined either that there is no insurance coverage or if the insurance company involved refuses to pay I am liable for all fees incurred and will promptly pay the bill.

I authorize and direct the insurance company to pay Serenity Mental and Medical Care, PLLC or Harmony Within Mental Health, PLLC for any sum I owe for services rendered.

I have read and understand the foregoing notice, and all my questions have been answered to my full satisfaction.

Name of Client (Print)

Signature of Client

Date

Witness