



Client Information and Office Policy Statement

Welcome to Aspen Counseling Services! This is an opportunity to acquaint you with information relevant to treatment, confidentiality, and office policies. Aspen Counseling Services will offer you courteous and professional treatment by a competent, caring counselor. Making appointments, determining financial commitments, urgent requests, and resolution of your concerns will be handled in a timely manner, with confidentiality, courtesy, and respect. Your counselor will answer any questions you have regarding any of these policies.

Office Information

Fee Policy

You are responsible for determining benefits, costs and co-payments as they pertain to your treatment. Any amount that your insurance company will not be paying is due from you at the time services are rendered. If there are any problems with meeting the financial obligations, please speak with the office manager. You are responsible for providing this office with copies of your insurance card(s) or any changes in your insurance or coverage. Failure to do so may result in a denial of your claim, and you may become liable for any charges. Payment is due at the time of the session unless other arrangements have been made. The standard rate is \$150 for a diagnostic session and \$100 for all other individual appointments.

Appointments

Appointments are 45--60 minutes in length.

Office Hours

Standard hours are Monday through Friday from 8:00AM – 5:00PM

Cancellations

If you cannot make an appointment, please notify the office at least 24 hours in advance. For late cancellations (less than 24 hours prior to appointment time) or failed appointments ('no--shows'), there will be a charge of \$50.00, which is not covered by insurance. You may leave a message or cancel 24 hours a day.

After Hours

If you are suicidal or need to be hospitalized due to a crisis situation, you may contact the 24-Hour SUICIDE PREVENTION AND CRISIS SUPPORT line at 1-800-273-8255. If your situation requires immediate attention, you may be referred to the nearest emergency room. Otherwise, please call 9--1--1.

Client Rights

Other Rights

You have the right to respectful care as it relates to your family's ethnic, social, religious and psychological well--being. Our responsibility is to provide your family with those services that best meet your needs in a professional and ethical manner. You have the right to seek an outside opinion from another agency and an explanation for any referral recommendations made.

Other Responsibilities

You have a responsibility to give your counselor the information needed in order to care for you. You also have the right to participate in the planning of your mental health care, and it is expected that you will follow the treatment plan and instructions needed in order to care for you.



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Additional Information

Treatment Process

You and your counselor will work together to identify treatment options and goals. The length of treatment will vary according to individual needs and will be discussed throughout the course of your care. You are encouraged to talk as openly as possible about the problems you are experiencing so that your clinician may better assist you in treatment planning. You have the right to refuse treatment.

Clinic Responsibilities

Aspen Counseling Services is responsible for providing you with quality professional service. This includes treating you with respect, maintaining your confidentiality, and informing you about your condition/diagnosis and treatment options. Information about treatment options will include potential benefits and risks associated with those options. In order to meet these responsibilities, your clinician may consult with other clinicians (which would be discussed with you).

Confidentiality

Your counselor takes seriously the responsibility to hold in confidence what you discuss with him/her. Information about clients and their families is protected and confidential. Written permission is required to release any information to another agency. Exceptions to this policy only occur under certain circumstances. These are discussed in more detail on the HIPAA/Terms and Limits of Confidentiality form included in the introductory packet.

Request for Paperwork

There are times when you may need paperwork completed by the Clinician. There is a fee for filling out forms and reports. The fees vary according to the document(s) needed. Paperwork and forms can take up to 8 business days to be completed. Please deliver each paperwork request to this office as early as possible.

Record Keeping

Clinical information is maintained describing your current condition, treatment, progress, dates, notes, etc. Your records will not be released without your written consent or otherwise noted in the HIPAA/Limits of Confidentiality form in the introductory packet. Confidential records are locked/secured and kept on site.

Your Satisfaction is Important to Us

Please feel free to raise any concerns with your counselor at any time.