

Wellness Solutions, LLC
OFFICE POLICIES and INFORMED CONSENT FOR TREATMENT

***Please print, read thoroughly and sign at the bottom. If you have any questions please let me know and we can discuss them in your first session.*

1. **Services Provided:** I am a licensed psychotherapist that provides mental health counseling, substance abuse counseling, eating disorder counseling, and assistance with problems of daily living for individuals, couples, families, and groups. I see client's who are 13 years or older. Individual, couples, and family sessions are 45 minutes. Group therapy sessions are 90 minutes. This may include individual, couples, family, or group psychotherapy. Psychotherapy may also include medication education, psycho-education, and other psycho-therapeutic activities. Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC will provide these services to clients on a voluntary basis. Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC is able to provide "distance counseling" and "phone counseling" when appropriate, based on ethical restrictions of licensure, and based on client needs. However, distance counseling and phone counseling are NOT reimbursed from insurance companies and are prohibited from being charged by insurance companies; therefore, they will be cash only services. Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC reserves the right to include additional services to the scope of practice as education and certification permits. When additional services are offered and utilized by the client additional informed consents and office policies may apply and will be supplemented with addendums. The additional informed consents and office policies will be in keeping with all policies here in.
2. **Excluded Services:** I do not see clients who are in a domestic violence situation, as a victim or perpetrator. I do not see clients who have a history of or are currently seeking treatment for sexual compulsion or gambling. I do not provide consultation, evaluation, or counseling for individuals in regards to child custody of any nature. I do not provide psychological testing services, home assessment evaluations for custody, or make recommendations for child custody. I do not provide fitness for duty evaluations for law enforcement. I do not provide social services, social work, or wrap around services for community based supports. I do not provide "advice" or tell me clients what to do". I do not provide assessment for social security disability. Also, I do not provide medication management for psychotropics. All of the above excluded services are outside the scope of my license, not within my area of expertise or training, or are excluded services of Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC.
3. **Client Expectations:** Clients are expected to be on time for appointments and complete treatment assignments in a timely manner. Clients are also expected to follow through with recommendations for treatment such as referrals to providers for consultation or support. ***Treatment is your personal journey to achieve your goals. If you are not committed to the process, than it will not help you. There is no help I can give you that will overcome a lack of motivation or compliance. In order for therapy to be successful you must do the work. I am here to help guide you through that work. Not do the work for you. If at any time the client is not satisfied with the services provided by Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC for any reason the client has the right to choose services elsewhere.*** A client may request referrals to another provider if they choose. For clients who chose to discontinue services and do not request referrals it is recommended that they call their insurance company and request a list of in-network providers or refer to psychologytoday.com and search for therapists. Further, it

is the client's responsibility to participate in therapy in an honest and forthcoming manner. It is also the client's responsibility to voice concerns with regards to counseling, psychotherapy, or billing in an honest and forthcoming manner. Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC cannot be held responsible or accountable for client problems and concerns not voiced to Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC.

4. **Late Appointment and Cancellation Policy:** Clients are expected to provide 24 hour notice if they will not be able to attend an appointment. Failure to give proper cancellation notice will result in being charged the total cost of a session (150.00 for the initial session and 100.00 for subsequent sessions). Clients who arrive late for their appointments are entitled to the time remaining for the scheduled session as long as they are no more than 15 minutes late. For clients that are more than 15 minutes late the therapist has the discretion to charge the full fee for the session. If the client is permitted to begin the session late the session will still end at the scheduled time. Appointments are scheduled at the top of the hour and end at 45 minutes into the hour. If a client presents for an appointment at the incorrect scheduled appointment time and misses their assigned time than this is considered a missed appointment.
5. **Phone calls and Emergencies:** Phone calls to Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC will be returned **in two business days** in most cases. Please leave a number or method of contact where a message can be left. If a client leaves a phone number for Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC to return a contact than Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC makes the assumption that this is a secure manner to contact the client and if necessary leave a message unless the client states otherwise. ***Please note that I am not available for after-hours emergencies and that I may not be able to return calls immediately in the event of an emergency. In the event of a mental health emergency please call 911 or go to the nearest emergency room.*** You may refer to the Wellness Solutions, LLC website under the crisis tab for crisis hotlines and the nearest psychiatric hospitals.
6. **Professional Boundaries:** As a therapist I am privileged to be someone that clients can trust and confide in. I take my responsibility very seriously. This is a unique relationship where clients can safely explore personal issues. Though there are aspects of the therapeutic relationship that seem to be similar to friendship this is not the case. **I maintain professional boundaries with my clients in order for them to feel comfortable disclosing personal information. The therapeutic relationship is professional and based on timed sessions that are fee for service.** Therefore, it is not appropriate to text message my cell phone, contact me via e-mail for **non-clinical matters**, or to invite me to attend social functions together. Phone calls should be directed towards scheduling and rescheduling appointments. Clinical concerns should be addressed in session. I do not accept gifts from my clients. I do not barter services due to potential conflicts of interests. If the client and therapist should see one another in public the therapist will not acknowledge the client unless the client acknowledges the therapist first. Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC offers enrichment class, meditation classes, and other non-therapeutic services. In the event a client chooses to attend a public event or non-therapeutic event on Wellness Solutions, LLC premises or a Wellness Solutions, LLC sponsored event Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC will acknowledge the client but not disclose the therapeutic relationship.
7. **Fees for Services and Submission of Claims to Insurance:** Fees for outpatient individual therapy are \$150.00 for the intake assessment and \$100.00 per outpatient individual session. Couples and family sessions are 120.00. Contracts with insurance providers may supersede these

charges. **Clients are encouraged to call their insurance company prior to the first session to determine if Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC is an in-network provider and also to determine what a client's in-network and out-of-network financial responsibilities are.** A client is also responsible for the payment of fees at each session. Clients are responsible to be knowledgeable of their insurance benefits. Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC offers to check a client's insurance benefits and to submit claims to insurance companies as a courtesy and a service. Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC reserves the right to refuse to submit to insurance. Further, if Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC is misquoted insurance benefits by the insurance company than Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC reserves the right to charge the client the balance for services provided for both in-network and out-of-network services. Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC reserves the right to balance bill clients for services provided in the event insurance denies coverage for any reason or in any event when billed services are not reimbursed by insurance. In asking Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC to accept insurance assignment, clients are not relieved of paying for any charges refused by their insurance company. If a client's insurance company refuses payment, and the issue is not resolved through Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC office's contacts with them, clients will be billed for the services provided. Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC. In the event there are errors in billing brought to the attention of Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC every attempt will be made to audit the account and ensure that all fees and credits are properly adjusted in a timely and fair manner. Once proper adjustments are made to the client's account to make restitution for any error the client has the option to request a check for any credit they may have or use their credit towards future services. Upon addressing this billing error and issuing a credit towards services or a check for the credit the client waives any further action of legal or ethical complaint towards Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC. The client agrees that prior to making any type of formal complaint ethically or legally they will inform Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC of any and all their concerns and provide Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC the opportunity to reconcile any disagreement or error in an amicable manner. In the event that a client meets their deductible while under the care of Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC and does not inform the aforementioned provider as such than any overage fees collected are at the discretion of the provider as to if they may be returned.

8. **Type of Payment Accepted:** Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC accepts cash, checks, Visa, MasterCard, and Discover as payment. Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC requests all clients to have a credit card on file. The payment form must be completed and signed with a current credit card. Clients will receive a receipt in the event the client requests it, in-person or through the mail, each time a credit card, check or cash is charged. If a client would like a financial summary with a list of dates of service than it must be requested and Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC has one week to provide said information.
9. **Returned Checks:** **If a check is returned the returned check charge is \$35/check.** Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC reserves the right to report a returned check to the proper authorities should the client refuse to make restitution on the outstanding debt.

That amount must be paid in cash or with a credit card prior to scheduling another appointment. Two returned checks will result in only accepting cash or credit cards for future payments.

10. **Client Financial Hardship and Dedication to Provide Care in Fairness to All Who Seek Help:** To honor the greater needs of the client and maintain ethics Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC does offer sliding scale agreements for clients who do not have insurance or report financial hardship which would prevent them from seeking treatment or result in early termination of treatment. Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC holds to the ethical standard that everyone deserves equal access to treatment and quality of care, therefore; when necessary and able due to scheduling, availability, and census financial hardship agreements are considered to clients who request them. If a client requests a financial hardship agreement a signed form will be required to be kept on file. In the event that the client has been offered a sliding scale fee due to financial hardship the client may opt out of the sliding scale fee at any time, however; the choice to opt out is not retroactive to any previous dates of service unless otherwise agreed upon by Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC.
11. **Additional Fees:** Time required for interviewing, reports, clinical phone conversations, etc., will be charged to the client separately. Insurance companies will not pay for these services. The fee for report writing and clinical phone conversations is \$85.00 per hour. For issues that require less than one hour the time will be rounded into 15 minute increments. Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC does NOT provide court room testimony or testify in court or any type of court proceedings. If subpoenaed the charge per hour is 150.00 dollars. The time billed for court room proceedings includes travel time to and from the assigned proceeding as well as any time waiting for the proceedings. If Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC is unable to receive payment for services rendered than Wellness Solutions, LLC reserves the right to send outstanding billing issues to the third party collections service of Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC choosing. Clients will receive notification in writing three times before a case is sent to collections. If a case is sent to collections, a client will also be billed for the amount charged to Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC to receive restitution on outstanding debt.
12. **Risk Associated with Treatment:** There are times when psychotherapy can cause emotional distress as you will be addressing issues that may have been upsetting in the past. **Therefore, one should know that there are risks involved with seeking treatment. If you begin to experience an increase in symptoms it is very important to address that with your therapist in order to provide you the support you need.** In the event you do not feel like treatment is assisting you it is the ethical responsibility of Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC to provide you with an appropriate referral for continuity of care and on-going treatment and it is the client's responsibility to inform Wellness Solutions, LLC/Danielle C. Ellis, MA, MCJ, LPC, NCC that you feel that therapy may not be helping you.
13. **Treatment Modalities Utilized:** Wellness Solutions, LLC utilizes a variety of treatment modalities in order to assist you in achieving your goal of mental health wellbeing. Some of the theoretical orientations used by Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC are person centered, Dialectical Behavior Therapy, Cognitive Behavior Therapy, Rational Emotive Behavior Therapy, Choice Theory, and may include additional approaches as clinically necessary.
14. **I will protect your confidentiality with some exceptions.** The exceptions to confidentiality are: In the event of abuse, neglect, or imminent danger to yourself or others. The other exceptions to confidentiality are when you request for me to coordinate and provide information regarding your

treatment to a third party through a release of information, if you invite someone supportive to participate in a treatment session with you, or if I am subpoenaed by law enforcement. Wellness Solutions, LLC/Danielle C. Ellis, MA, MCJ, LPC, NCC utilizes electronic communication such as e-mail, text messages, phone calls, and fax. All of the electronic communications are used with the utmost care for confidentiality and privacy. Phones, e-mails, and electronic records management systems are password protected. Phones, e-mails, and text messages may not be encrypted. The client understands and accepts this as part of standard office practice. Wellness Solutions, LLC/Danielle C. Ellis, MA, MCJ, LPC, NCC is not responsible for communications that are intercepted or compromised.

15. **Client Safety and Maintaining Safety in the Treatment Environment:** I agree to inform Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC if I begin to have thoughts to harm myself or others. I also agree to notify Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC if I begin to experience severe mental health symptoms and am concerned about my wellbeing or safety or those around me. I agree to follow through with all recommendations provided by Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC. No client is permitted to bring weapons of any kind into the Wellness Solutions, LLC offices.
16. **Emergency Situations:** If a mental health or medical emergency should arise and I am unable to reach Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC or if it is an afterhours emergency I agree to pursue treatment at the **nearest available emergency room or to call 911. I understand that Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC is not available for afterhours mental health emergencies.** It is the client's responsibility to seek emergency treatment for medical or mental health emergencies. In the event of a medical or mental health emergency while the client is in session or on Wellness Solutions, LLC premises the client gives permission for Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC to call 911 or call an emergency contact.
17. **Right to Refuse Services:** I understand that Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC has the **right to discontinue or terminate treatment** for non-compliance with the treatment plan, failing to follow through with treatment recommendations, or failing to live up to client financial obligations. **Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC reserves the right to refuse services or discontinue services to anyone at any time for any reason without prior notice.**
18. **Maintaining Confidentiality and Privacy in the Treatment Session and Environment:** It is not allowed for any client or any person to use any type of electronic device to audio record, video record, or document in any way the private and confidential therapy sessions and phone calls between the client and the therapist. Further, any and all correspondences with the therapist are not allowed to be presented in any public manner. Any and all previous electronic recordings and correspondences of any kind that were previously made are now hereby not allowed to be used in any forum public, court, or otherwise by agreement of this document and signing below. **In the event a client recognizes someone they know/another client while on the premises of Wellness Solutions, LLC it is expected that both clients will respect one another's privacy and confidentiality in the treatment environment.** For clients receiving group therapy and family therapy it is expected that all information stated in group remain confidential and private among group members.
19. **Fairness Policy with Scheduling:** In the event that Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC has to cancel or reschedule appointments without providing 24 hour

notice than the co-pay or fee for the next session will be waived and there will be no expense to the client.

20. **Outreach and Discharge Policy:** Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC will send outreach messages via text, e-mail, or voicemail/phone call to the client to provide continuity of care and ease to the client for rescheduling their next appointment. Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC will send 2 outreaches. If the client goes more than one month without a scheduled appointment the client will no longer be considered a *current* client and will be considered discharged. As a courtesy the client will be texted their billing information should they have an outstanding balance. If the balance is not paid in a month than official letters will be sent. If the client does not pay for their balance after the official letters than collections procedures may begin. As a courtesy Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC will send reminder text messages, e-mails, or voicemails for appointments. It is not the responsibility of Wellness Solutions, LLC and/or Danielle C. Ellis, MA, MCJ, LPC, NCC to provide the courtesy of a reminder for appointments. In the event the client reports they did not receive the reminder they are still responsible for the session that he or she scheduled.
21. **Representatives of Wellness Solutions, LLC:** Melissa Maltese is responsible for front office at Wellness Solutions, LLC which includes scheduling appointments and administrative duties. Bruce Davenport is the CFO of Wellness Solutions and provides accounting, financial services, and administrative services. Danielle C. Ellis, MA, MCJ, LPC, NCC is the primary psychotherapist for Wellness Solutions, LLC. Wellness Solutions, LLC/Danielle C. Ellis reserves the right to hire additional licensed professionals, para-professionals, and administrative professionals to provide services to Wellness Solutions, LLC and Wellness Solutions, LLC clients in keeping with all HIPAA requirements for standard office and business procedures.
22. **Social Media:** Wellness Solutions, LLC/Danielle C. Ellis, MA, MCJ, LPC, NCC maintains a professional website, FaceBook page, Twitter account, and LinkIn account. Clients are welcome to follow, friend, and review all professional social media maintained by Wellness Solutions, LLC/Danielle C. Ellis, MA, MCJ, LPC, NCC to provide increased continuity of care through education, updates, and information. Clients are not required to participate in any social media. Wellness Solutions, LLC/Danielle C. Ellis, MA, MCJ, LPC, NCC does not take any responsibility for issues pertaining to privacy or confidentiality with regard to social media with regards to clients.

I understand and will abide by all informed consent information and office polies as evidenced by my signature.

I understand these policies and agree to abide by them.

Client Name (Print): _____

Client Signature: _____

Client Signature Date: _____

Wellness Solutions, LLC Witness (Print): _____

Wellness Solutions, LLC Witness Signature: _____

Wellness Solutions, LLC Witness Date: _____