



Practice Policies for Studio B, LLC & Stacy Reuille-Dupont, LLC

General Information

Therapy is a relationship between people that works in part because of clearly defined rights and responsibilities held by each person. As a client in psychotherapy, you have certain rights and responsibilities that are important for you to understand. There are also legal limitations to those rights.

Psychotherapy has both benefits and risks. Risks may include experiencing uncomfortable feelings, such as sadness, guilt, anxiety, anger, frustration, loneliness and helplessness, because the process of psychotherapy often requires discussing the unpleasant aspects of your life.

However, psychotherapy has been shown to have benefits for individuals who undertake it. Therapy may lead to a reduction in feelings of distress, increased satisfaction in interpersonal relationships, greater personal awareness and insight, increased skills for managing stress and resolutions to specific problems.

There are no guarantees about the outcome of your treatment.

The first 2-4 sessions will involve a comprehensive evaluation of your needs. By the end of the evaluation, Studio B clinicians will be able to offer you some initial impressions of what our work might include. At that point, we will discuss your treatment goals and create an initial treatment plan. You should evaluate this information and make your own assessment about whether you feel comfortable working with your assigned provider. If you have questions about our procedures, we should discuss them whenever they arise. If your doubts persist, we will be happy to help you set up a meeting with another mental health professional (inside or outside of Studio B) for a second opinion.

Appointment Fees and Cancellations

Please remember to cancel or reschedule 24 hours in advance. Cancellations and re-scheduled session will be subject up to full charge if notice is 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.

The standard meeting time for psychotherapy is 50 minutes. It is up to you, however, to determine the length of time you would like for your sessions. The standard session charge is \$150 per hour and we offer traditional therapy sessions from 20 minutes to 90 minutes along with phone, text, and email coaching from 10 minutes to 15 minutes. Please know that insurance may not pay for sessions longer than 50 minutes, phone, text, or email coaching and you will be responsible for any payments due for these services at a cost of \$2.50/minute.

Costs for these sessions (phone, text, email) are cumulative regarding the conversation in progress (e.g. if we go back and forth on text for 10 min you will be charged for the time spent to complete the conversation). In addition, we cannot control who may be able to see your phone or email messages. In the event you decide to partake in phone or email coaching signing this document concedes your consent to participate in these forms of communication and your acknowledgment of the privacy limitations using these communication devices. In



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addition, intake sessions or other specialty sessions (family, couples, third party attendees) are subject to different fee structures depending on content and extent of the session.

You are responsible for paying at the time of your session. Studio B does not allow clients to carry a balance of more than 1 session unless prior arrangements have been made. Payment must be made by cash, check, or credit card. Studio B will generate invoices and super bills for your convenience and offer a discount cash/check payment options. Balance accounting will be labeled under Stacy Reuille-Dupont, LLC. If you refuse to pay your debt, Studio B reserves the right to use an attorney or collection agency to secure payment.

In addition to weekly appointments, it is our practice to charge this amount on a prorated basis (we will break down the hourly cost) for other professional services that you may require such as report writing, telephone conversations or email and text exchanges that last longer than 10 minutes, attendance at meetings or consultations which you have requested, or the time required to perform any other service which you may request of our clinicians.

If you anticipate becoming involved in a court case, we recommend that we discuss this fully before you waive your right to confidentiality. If your case requires our participation, you will be expected to pay for the professional time required at a rate of \$200 per hour even if another party compels us to testify.

A \$50.00 service charge will be charged for any checks returned for any reason for special handling.

Insurance

In order for us to set realistic treatment goals and priorities, it is important to evaluate what resources you have available to pay for your treatment. If you have a health insurance policy, it will usually provide some coverage for mental health treatment. With your permission, Studio B's billing service and our office staff will assist you to the extent possible in filing claims and ascertaining information about your coverage, but you are responsible for knowing your coverage and for letting us know if/when your coverage changes, as well as, covering the cost of your treatment if your insurance coverage does not.

Due to the rising costs of health care, insurance benefits have increasingly become more complex. It is sometimes difficult to determine exactly how much mental health coverage is available. Managed Health Care plans such as HMOs and PPOs often require advance authorization, without which they may refuse to provide reimbursement for mental health services. These plans are often limited to short-term treatment approaches designed to work out specific problems that interfere with a person's usual level of functioning. It may be necessary to seek approval for more therapy after a certain number of sessions. While a lot can be accomplished in short-term therapy, some patients feel that they need more services after insurance benefits end. Some managed-care plans will not allow us to provide services to you once your benefits end. If this is the case, we will do my best to find another provider who will help you continue your psychotherapy.

You should also be aware that most insurance companies require you to authorize us to provide them with a clinical diagnosis. (Diagnoses are technical terms that describe the nature of your problems and whether they are short-term or long-term problems. All diagnoses come from a book entitled the DSM-V. There is a copy in my office and we will be glad to let you see



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it to learn more about your diagnosis, if applicable.). Sometimes we have to provide additional clinical information such as treatment plans or summaries, or copies of the entire record (in rare cases). This information will become part of the insurance company files and will probably be stored in a computer. Though all insurance companies claim to keep such information confidential, Studio B has no control over what they do with it once it is in their hands. In some cases, they may share the information with a national medical information databank. We will provide you with a copy of any report we submit, if you request it. By signing this Agreement, you agree that we can provide requested information to your carrier if you plan to pay with insurance.

In addition, if you plan to use your insurance, authorization from the insurance company may be required before they will cover therapy fees. If you did not obtain authorization and it is required, you may be responsible for full payment of the fee. Many policies leave a percentage of the fee (which is called co-insurance) or a flat dollar amount (referred to as a co-payment) to be covered by the patient. Either amount is to be paid at the time of the visit.

In addition, some insurance companies also have a deductible, which is an out-of-pocket amount, that must be paid by the patient before the insurance companies are willing to begin paying any amount for services. This will typically mean that you will be responsible to pay for initial sessions with us until your deductible has been met; the deductible amount may also need to be met at the start of each calendar year. Once we have all of the information about your insurance coverage, we will discuss what we can reasonably expect to accomplish with the benefits that are available and what will happen if coverage ends before you feel ready to end your sessions. It is important to remember that you always have the right to pay for your services yourself to avoid the problems described above, unless prohibited by provider contracts.

If Stacy Reuille-Dupont, LLC, Studio B, LLC, or your assigned clinician are not a participating provider for your insurance plan, we will supply you with a receipt of payment for services, which you can submit to your insurance company for reimbursement. Please note that not all insurance companies reimburse for out-of-network providers. If you prefer to use a participating provider, we will be happy to refer you to a colleague.

Telephone Contact

If you need to contact me between sessions, please leave a message on Studio B's office voicemail. We may not immediately available during office hours. If you would like us to call you back, please let us know on your voice message. If you do not, office staff will give your message to your provider and they will plan to discuss your phone message in session.

Please note that in person sessions are highly preferable to phone, text, or email sessions. However, in the event that you are out of town, sick or need additional support, phone and telehealth sessions are available. If a true emergency situation arises, please call 911, your local or state crisis number, or go to any local emergency room.

Social Media and Telecommunication

Due to the importance of your confidentiality and the importance of minimizing dual relationships, we do not accept friend or contact requests from current or former clients on any personal social networking sites (Facebook, LinkedIn, etc). We believe that adding clients as



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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 you meet with your provider, and we can talk more about it.

You are more than welcome to connect with us through our professional practice and Studio B social media pages.

Electronic Communication

Services by electronic means, including but not limited to telephone communication, the Internet, facsimile machines, and e-mail is considered telemedicine by the State of Colorado.

Telemedicine is broadly defined as the use of information technology to deliver medical services and information from one location to another. If we chose to use information technology for some or all of your treatment, you need to understand that:

- (1) You retain the option to withhold or withdraw consent at any time without affecting the right to future care or treatment or risking the loss or withdrawal of any program benefits to which you would otherwise be entitled.
- (2) All existing confidentiality protections are equally applicable.
- (3) Your access to all medical information transmitted during a telemedicine consultation is guaranteed, and copies of this information are available for a reasonable fee.
- (4) Dissemination of any of your identifiable images or information from the telemedicine interaction to researchers or other entities shall not occur without your consent.
- (5) There are potential risks, consequences, and benefits of telemedicine. Potential benefits include, but are not limited to improved communication capabilities, providing convenient access to up-to-date information, consultations, support, reduced costs, improved quality, change in the conditions of practice, improved access to therapy, better continuity of care, and reduction of lost work time and travel costs.

Effective therapy is often facilitated when the therapist gathers within a session or a series of sessions, a multitude of observations, information, and experiences about the client. Therapists may make clinical assessments, diagnosis, and interventions based not only on direct verbal or auditory communications, written reports, and third person consultations, but also from direct visual and olfactory observations, information, and experiences.

When using information technology in therapy services, potential risks include, but are not limited to the therapist's inability to make visual and olfactory observations of clinically or therapeutically potentially relevant issues such as: your physical condition including deformities, apparent height and weight, body type, attractiveness relative to social and cultural norms or standards, gait and motor coordination, posture, work speed, any noteworthy mannerism or gestures, physical or medical conditions including bruises or injuries, basic grooming and hygiene including appropriateness of dress, eye contact (including any changes in the previously listed issues), sex, chronological and apparent age, ethnicity, facial and body language, and congruence of language and facial or bodily expression.



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Potential consequences thus include the therapist not being aware of what he or she would consider important information, that you may not recognize as significant to present verbally to the therapist.

Although confidentiality extends to communications by text, email, telephone, and/or other electronic means, there is a risk that the electronic or telephone communications may be compromised, unsecured, and/or accessed by a third-party. It is very important to be aware that email and cell phone communication can be accessed by unauthorized people and hence, the privacy and confidentiality of such communication can be compromised. Emails and texts are vulnerable to such unauthorized access due to the fact that servers have unlimited and direct access to all emails that go through them.

Professional Records

Studio B, LLC and Stacy Reuille-Dupont, LLC is required to keep appropriate records of the psychological services that we provide. Your records are maintained in a secure location in the office and via your electronic clinical record. We keep brief records noting that you were here, your reasons for seeking therapy, the goals and progress we set for treatment, your diagnosis, topics we discussed, your medical, social, and treatment history, records we receive from other providers, copies of records we send to others, and your billing records.

Except in unusual circumstances that involve danger to yourself, you have the right to a copy of your file. Because these are professional records, they may be misinterpreted and / or upsetting to untrained readers. For this reason, we recommend that you initially review them with your therapist, or have them forwarded to another mental health professional to discuss the contents. If we refuse your request for access to your records, you have a right to have your clinician's decision reviewed by another mental health professional, which we will discuss with you upon your request. You also have the right to request that a copy of your file be made available to any other health care provider at your written request.

Confidentiality

Studio B, LLC and Stacy Reuille-Dupont, LLC policies about confidentiality, as well as other information about your privacy rights, are fully described in a separate document entitled Notice of Privacy Practices. You have been provided with a copy of that document and we have discussed those issues in our sessions. Please remember that you may reopen the conversation at any time during our work together.

Participation in group or online activities such as fitness, wellness, social, and nutrition programming may result in situations in which third parties may have access to the information you share during the activity. By their nature, these activities are not considered confidential and the information you share during these activities do not receive the same legal protections as the information you share with us during therapy. Please use caution when sharing information in group or online activities to ensure that you do not unintentionally release information you wish to keep private.

Minors

If you are a minor, your parents may be legally entitled to some information about your therapy. Your assigned clinician will discuss with you and your parents what information is appropriate for them to receive and which issues are more appropriately kept confidential. While privacy in



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therapy is crucial to successful progress, parental involvement can also be essential. It is our policy regarding children that we share appropriate information with the parents. Depending on age of the child and current situation, we request an agreement between the client and the parents allowing us to share general information about treatment progress and attendance, as well as a treatment summary upon completion of therapy.

All other communication will require the child's agreement, unless we feel there is a safety concern (see privacy policies for more information on confidentiality for more information), in which case we will make every effort to notify the child of our intention to disclose information ahead of time and make every effort to handle any objections that are raised.

Termination

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. We may terminate treatment after appropriate discussion with you and a termination process if your clinician determines that the psychotherapy is not being effectively used or if you are in default on payment.

We 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, we 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. We are happy to help you transfer your care and are willing to communicate with the new provider if you have signed the appropriate HIPPA release of information allowing my communication with your new provider.

If you are unhappy with what is happening in therapy, we hope you will talk with us so that we can respond to your concerns. Such comments will be taken seriously and handled with care and respect. You may also request referral to another therapist and are free to end therapy at any time.

You have the right to considerate, safe and respectful care, without discrimination as to race, ethnicity, color, gender, sexual orientation, age, religion, national origin, or source of payment. You have the right to ask questions about any aspects of therapy and about specific training and professional experience of your providers. You have the right to expect that we will not have social or sexual relationships with clients or with former clients.

Should you fail to schedule an appointment within a months time, unless other arrangements have been made in advance, we will consider you are ending treatment. For legal and ethical reasons, we must consider the professional relationship discontinued. We will attempt to contact you to determine next steps in your treatment. In the event we cannot reach you, we will close your clinical chart. Should you wish to resume treatment you can re-engage with us to start a new episode of care and re-open your file.

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

NAME

DATE