



OUTPATIENT SERVICES CONTRACT

Welcome to Lakeside Center for Behavioral Change. This document contains important information about our clinic's professional services and business policies. Please read it carefully and jot down any questions you might have so that you can discuss these questions with your treatment provider at your appointment. When you sign this document, it will represent an agreement between you and staff at Lakeside Center for Behavioral Change.

ABOUT OUR CLINIC

Lakeside Center for Behavioral Change was founded by Dr. Renae Reinardy to provide the highest quality mental health treatment for anxiety and related conditions. We focus on providing empirically validated, effective treatment to children, adolescents, and adults. All treatment providers at Lakeside Center are licensed mental health professionals who have been trained in cognitive-behavioral therapy, which allows clients to learn a variety of skills to decrease and manage symptoms. Treatment is structured, collaborative, and state-of-the art. Common conditions treated at Lakeside Center include, but are not limited to, obsessive-compulsive disorder, body dysmorphic disorder, trichotillomania, skin picking, hoarding disorder, generalized anxiety, specific phobias, tic disorders and related conditions.

PSYCHOLOGICAL SERVICES

Psychotherapy is not easily described in general statements. It varies depending on the personalities of the provider and patient, and the conditions you may experience. There are many different methods our providers may use to treat the conditions that you hope to address. Psychotherapy calls for a very active effort on your part. For the therapy to be most successful, you will have to work on skills both during our sessions and at home. In some instances, therapy may also require the participation of family members.

Psychotherapy can have benefits and risks. Since therapy often involves facing fears and discussing unpleasant aspects of your life, you may experience uncomfortable feelings like fear, sadness, guilt, anger, frustration, loneliness, and helplessness. On the other hand, psychotherapy has been shown to have many benefits. Therapy often leads to better relationships, solutions to specific problems, and significant reductions in feelings of distress. But there are no guarantees of what you will experience.

Our first few sessions will involve an evaluation of your needs. By the end of the evaluation, your treatment provider will be able to offer you some first impressions and any recommendations for future treatment if you decide to continue with therapy. You should evaluate this information along with your own opinions of whether you feel comfortable working with this provider and participating in the treatment plan that is discussed. Therapy involves a large commitment of time, money, and energy, so you should be mindful about the therapist you see. If you have questions about your therapist, the treatment

methods employed, or our clinic's policies or procedures, you should discuss these concerns with us whenever they arise. If your concerns persist, we will be happy to help you set up a meeting with another mental health professional for a second opinion or refer you to an appropriate organization.

MEETINGS

Our treatment providers normally conduct an evaluation that will last from 1 to 4 sessions. During this time, you and your provider can decide if Lakeside Center is the best clinic to provide the services you need to meet your treatment goals. Once psychotherapy has begun, we usually schedule one 45–60-minute session per week at a time that is mutually agreed upon by you and your treatment provider. Some sessions may be shorter, longer, or more frequent. Once an appointment hour is scheduled, you will be expected to pay for it unless you provide **24 hours advance notice** of cancellation [unless we agree that you were unable to attend due to circumstances beyond your control]. If possible, we will do our best to find another time to reschedule the appointment.

PROFESSIONAL FEES

This Good Faith Estimate explains your therapist's rate for each service provided. Your therapist will collaborate with you throughout your treatment to determine how many sessions and/or services you may need to receive the greatest benefit based on your diagnosis/presenting clinical concerns. Dr. Reinardy's fee for an initial psychiatric evaluation is \$340.00. Subsequent appointments with Dr. Reinardy will be \$230.00 for a 45- or 60-minute session, or \$130.00 for a 30-minute session. The fee for Kristin Weber and Darren Carter's initial psychiatric evaluation is \$230.00. Subsequent follow-up appointments will be \$190.00 for a 45- or 60-minute session, or \$95.00 for a 30-minute session. In addition to weekly appointments, know that you may be charged for other professional services you may need throughout the treatment process. In these circumstances, we will break down the hourly cost if work is done for periods of less than one hour. Other services may include report writing, telephone conversations lasting longer than 15 minutes, attendance at meetings with other professionals you have authorized, preparation of records or treatment summaries, and the time spent performing any other service you may request. If you become involved in legal proceedings that require your treatment provider's participation, you will be expected to pay for professional time even if the provider is called to testify by another party.

BILLING AND PAYMENTS

You are responsible to pay for each session at the time it is held unless it is agreed otherwise. Payment schedules for other professional services will be agreed to when they are requested. In circumstances of unusual financial hardship, we may be willing to negotiate a fee adjustment or payment installment plan.

If your account is more than 60 days past due and arrangements for payment have not been agreed upon, Lakeside Center reserves the option of using legal means to secure the payment. This may involve hiring a collection agency or going through small claims court. If such legal action is necessary, its costs will be included in the claim. In most collection situations, the only information we release regarding a patient's treatment is his/her name, the nature of services provided, and the amount due.

Please note that if your account remains unpaid for more than 60 days and arrangements for payment have not been agreed upon, you may also be discharged from this practice or unable to schedule any future appointments until your account is paid in full. If this policy prohibits you from scheduling future appointments at Lakeside Center, a referral for another mental health provider will be given if you so desire.

INSURANCE REIMBURSEMENT

The Lakeside Center for Behavioral Change is an out of network provider and does not directly participate with any insurance companies or medical assistance programs, including TRICARE and Medicare. The Lakeside Center does not bill insurance directly, but patients may choose to submit a receipt on their own to receive reimbursement from insurance.

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 may provide some coverage for mental health treatment. It is very important that you find out exactly what mental health services your policy covers and what type of licensed mental health providers it will provide reimbursement for. Some insurance policies will only cover a select number of sessions, a certain percentage of the total fee charged, or services provided by individuals with specific professional licensure(s). It is your responsibility to determine what services may or may not be covered by your health insurance policy. At Lakeside Center, we do our best to help you complete any needed forms and provide you with whatever assistance we can in helping you receive any benefits to which you are entitled; however, you (not your insurance company) are responsible for the full payment of our fees.

You should carefully read the section in your insurance coverage booklet that describes mental health services. If you have questions about the coverage, call your plan administrator. Of course, we will provide you with whatever information we can based on our experience and will be happy to help you in understanding the information you receive from your insurance company.

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 authorization before they 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 much can be accomplished in short-term therapy, some patients feel that they need more services after insurance benefits end.

You should also be aware that most insurance companies require you to allow your mental health care provider to provide them with a clinical diagnosis on your receipt. Sometimes insurance will request additional clinical information such as treatment plans or summaries, or copies of the entire treatment record (in rare cases). This information will become part of the insurance company’s files and will probably be stored in a computer. Though all insurance companies claim to keep such information confidential, Lakeside Center has no control over what they do with that information. 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 upon your request. Once we have information about your insurance coverage, we will discuss what we can expect to accomplish with the benefits that are available, and what will happen if they run out before you feel ready to end our sessions. You also have the option to pay for services privately if you decide you do not want to submit your receipt to insurance and share diagnostic or other clinical information.

CONTACTING US

Our treatment providers are often not immediately available by telephone, as they are most often in session with other patients during normal business hours. When we are unavailable, your phone-call will be answered by our voice messaging system. If you choose to leave one of us a voicemail, we will make every effort to return your call as soon as possible, apart from holidays and vacations. If you are difficult to reach, please inform your provider of times when you will be available by telephone. If you are unable to reach us and feel that you cannot wait for a return phone call, contact your family physician or the nearest emergency room and ask for the mental health provider on call. If your provider will be unavailable for an extended period of time, they will provide you with the name of a colleague to contact, if necessary.

EMAIL/TEXT COMMUNICATIONS

Dr. Reinardy uses email communication and text messaging only with your permission and only for administrative purposes, unless you have made another agreement with her. That means that email exchanges and text messages with Dr. Reinardy should be limited to things like setting and changing appointments, billing matters and other related issues. Please do not email Dr. Reinardy about clinical matters, as email may not be a secure mode of communication. If you need to discuss a clinical matter with Dr. Reinardy, please feel free to call our office or wait to discuss the issue during your therapy session. The telephone or face-to-face context is simply a much more secure method of communication.

PROFESSIONAL RECORDS

The laws and standards of our professions require that we keep treatment records. You are entitled to receive a copy of your records, or your provider can prepare a summary for you instead. Because these are professional records, they can be misinterpreted and/or upsetting to untrained readers. If you wish to see your records, it is recommended that you review them in the presence of your treatment provider so that the contents can be discussed. Patients will be charged an appropriate fee for any professional time spent in responding to information requests.

MINORS

If you are under eighteen years of age, please be aware that the law may provide your parents the right to examine your treatment records. In most situations, we provide parents with general information about our work together, unless we feel there is a high risk that you will seriously harm yourself or someone else. In this case, appropriate adults in the minor's life will be notified of these concerns. Before sharing any information, your provider will discuss the matter with you, if possible, and discuss the importance of confidentiality and safety.

CONFIDENTIALITY

In general, the privacy of all communications between a patient and a mental health provider is protected by law, and your provider can only release information about our work to others with your written permission. There are a few exceptions. In most legal proceedings, you have the right to prevent your provider from providing any information about your treatment. In some proceedings involving child custody and those in which your emotional condition is an important issue, a judge may order your treatment providers testimony if he/she determines that the issues demand it.

There are some situations in which a mental health provider is legally obligated to take action to protect others from harm, even if that requires a provider to reveal information about a patient's treatment. For example, if your provider believes that a vulnerable person [a child, an elderly or otherwise disabled person] is being abused, they are required to file a report with the appropriate state agency. If your provider believes that a patient is threatening serious bodily harm to another, they are required to take protective actions. These actions may include notifying the potential victim, contacting the police, or seeking hospitalization for the patient. If the patient threatens serious self-harm, the mental health provider may be obligated to seek hospitalization for the patient, or to contact family members, law enforcement, or others who can help provide protection. If a similar situation occurs, your provider will make every effort to fully discuss it with you before taking any action. These situations have rarely occurred at our practice and are different from intrusive thoughts related to Obsessive Compulsive Disorder (OCD).

Our providers take a collaborative approach to treatment at Lakeside Center to ensure our patients are receiving the best possible clinical mental health care. This collaborative, team-oriented treatment approach requires that we occasionally share certain details of your case with one another during case consultations or staff meetings, on an as-needed basis. Our providers will also have access to your personal information for administrative and/or billing purposes. Additionally, your mental health provider may sometimes find it helpful to consult with other treatment or healthcare professionals from an outside agency about a case. When consulting with a treatment provider from an outside agency, every effort is made to avoid revealing your personal identity, unless we have received your permission to do so in writing. The consultant is also legally bound to keep the information confidential. If you do not object, we will not tell you about these consultations unless we feel that it is important to your treatment.

While this written summary of exceptions to confidentiality should prove helpful in informing you about potential problems, it is important that we discuss any questions or concerns that you may have at our next meeting.

Your signature indicates that you have read the information in this document and agree to abide by its terms during our professional relationship.

Patient Signature (or Guardian)

Date