



## **OFFICE POLICIES & CLIENT INFORMATION, RESPONSIBILITIES, AND RIGHTS**

This form informs you of the policies of Gracely Therapy, PLLC/Jill Gracely, LCSW as well as client responsibilities and rights. Please initial each section below to indicate your awareness of these policies, responsibilities, and rights.

### **Contacting Jill**

Jill Gracely, LCSW (“Jill”) can be contacted directly at 832-314-6145 via voicemail or text. Texting may be used only to schedule or cancel an appointment. Only include your first name in a text. Jill is often with clients continuously from 8 am until 7 pm, meaning that if you call during these hours, her phone will typically transfer you straight to voice mail. Jill checks her voice mail regularly and will return your call or text within 36 hours.

**Initials:** \_\_\_\_\_

### **Emergency Procedures**

For life-threatening emergencies, call 911 or go to your nearest emergency room. Please note that as an independent practitioner, Jill does not offer after-hours services. While on vacation, Jill will give you names of other therapists you can contact if you would like a therapy appointment while she is away. If you require a level of support greater than the resources Jill can provide, she will refer you to a higher level of care program, such as an inpatient program or intensive outpatient program. Jill may also require that you seek additional care from a psychiatrist or group therapist to continue therapy with Gracely Therapy, PLLC/Jill Gracely, LCSW.

**Initials:** \_\_\_\_\_

### **Structure of and Fees for a Session**

The initial session is 80 minutes, and the fee for this initial session is \$220. The first 10-15 minutes of the initial session will consist of collecting payment and highlighting some of the policies of Gracely Therapy, PLLC/Jill Gracely, LCSW, as well as the exceptions to confidentiality. Jill will also answer any questions you may have regarding the paperwork. You may schedule your next appointment during the initial session or call or text after the session to schedule your next appointment.

After the initial session, you have an option to schedule future 50-minute or 80-minute sessions. The fee for a 50-minute session is \$150, and the fee for an 80-minute session

is \$220. The first five minutes of these sessions will be used to collect payment and to schedule the next session. You also have the option to book several appointments into the future, to minimize time in session used for scheduling. Please note that in fairness to you and to other clients, sessions start and end at the scheduled times unless Jill has to attend to a clinical emergency. Gracely Therapy, PLLC/Jill Gracely, LCSW can provide a phone session in the event of a crisis. The rates for a phone session are based on \$150 per 50 minutes.

Jill holds three appointment times for sliding scale clients. Jill charges a minimum of \$100 for a 50-minute session. Jill Gracely, LCSW and the client determine the need for a sliding scale.

**Initials:** \_\_\_\_\_

### **Texts**

Texts to Jill's work cell phone at 832-314-6145 should only include information for the purpose of scheduling or cancelling appointments. Jill only needs your first name in a text. Do not include any other personal information in your texts, as texting is vulnerable to unauthorized access. You are not required to use texts when working with Gracely Therapy, PLLC/Jill Gracely, LCSW. The texting option above for scheduling is provided for your convenience only if you so choose, while understanding the limitations of confidentiality. It is important to be aware that text communication can relatively easily be accessed by unauthorized people and hence can compromise the privacy and confidentiality of such communication.

**Initials:** \_\_\_\_\_

### **Missed Appointment Policy**

It is the policy of Gracely Therapy, PLLC/Jill Gracely, LCSW that you must call or text within 24 hours of your scheduled appointment to cancel the appointment. **If you do not provide at least a 24-hour notice, you will be charged for the full fee of the session.** Gracely Therapy, PLLC/Jill Gracely, LCSW, understands that emergencies arise and provides **one** "free" last-minute cancellation. That is, you will not be charged for your **first** last-minute cancellation. This one cancellation applies to your individual or couple's session, but you cannot apply it to both. There are no free last minute Saturday cancellations.

**Initials:** \_\_\_\_\_

### **Interactions Outside of Therapy**

Occasionally clients and therapists run into each other outside of therapy. Jill's policy is to protect client confidentiality, and she will not acknowledge you unless you acknowledge her first.

**Initials:** \_\_\_\_\_

### **Payment Collection and Insurance**

Payment for services will be rendered during the first five minutes of your session. Gracely Therapy, PLLC/Jill Gracely, LCSW, accepts MASTERCARD, VISA, AMEX, and DISCOVER via the Square Register. Cash is accepted, but only if it is in the exact amount. Checks can be made to Gracely Therapy, PLLC.

Gracely Therapy, PLLC/Jill Gracely, LCSW is not in network with any insurance carrier. Gracely Therapy, PLLC/Jill Gracely, LCSW has rates of service that are reasonable so that these specialized services are available to a larger number of people.

If you would like to see a therapist that is covered by your insurance instead, you will need to contact your insurance provider and ask them for a list of providers in your network.

**Initials:** \_\_\_\_\_

### **Referrals and Termination of Therapy**

Jill Gracely, LCSW has the ethical duty to provide referrals to other professionals or agencies, if Jill deems the treatment required to be beyond her level of training or resources as a solo practitioner. In the event that such referrals are, in her professional opinion, necessary for treatment to be effective, continuing therapy with Jill Gracely, LCSW will require you to follow-up on such referrals. Such situations may include, but are not limited to: recurrent suicidality, high-risk alcohol or chemical abuse or dependency, domestic violence, psychosis, or self-injurious behaviors. There are other situations that require that therapy be terminated between Gracely Therapy, PLLC/Jill Gracely, LCSW, and the client, such as if there is a conflict of interest or if Jill cannot provide the appropriate treatment modality or required level of care. In this case, Jill Gracely, LCSW, will provide you with at least three appropriate referrals and will help to assist the transfer of care.

Termination may occur in several contexts, such as: You have achieved the goals that are made at the outset. You have realized maximum benefit from the therapy or we decide that referral to another therapist or specialist is in your best interest for you to reach your goals. To sustain the benefits of therapy over the long-term, termination is a process that we prepare for and discuss as a team. You have a right to terminate therapy at any time, though I request that our last session together be in person as a way to review our work together and identify any outstanding resources that may need to be addressed in the short- or long-term.

**Initials:** \_\_\_\_\_

## **General Client Rights**

- To expect that Jill Gracely, LCSW, as the single member of Gracely Therapy, PLLC (“Treatment Provider”) meets minimal qualifications of training and experience.
- To be informed of the cost of services before receiving them.
- To be free from sexual advances and/or other sexual conduct from the Treatment Provider.
- To be free of being the object of discrimination on the basis of age, gender, race, ethnicity, national origin, religion, sexual orientation, disability, socioeconomic status, or other protected category while receiving services.
- To be free from exploitation for the benefit of the Treatment Provider.

**Initials:** \_\_\_\_\_

## **Specific Client Rights**

- The right to be informed of the various steps/activities involved in receiving services
- The right to assist in the development of your treatment plan
- The right to file a grievance
- The right to dignity and privacy
- The right to a humane and safe environment
- The right to confidentiality under the HIPAA Act relating to receipt of services
- The right to communicate with an attorney at any time
- The right to refuse to participate in research without compromising access to services
- The right to know about treatment parameters, e.g., length of stay or cost of treatment
- The right to have a clear, non-technical explanation of client rights
- The right to make an informed decision about whether to accept or refuse treatment

These rights are guaranteed to all consumers of treatment services. If you have any questions about these rights, you are encouraged to discuss it with your Treatment Provider. If you wish to make a complaint, you can write or call the Texas State Board of Social Work Examiners.

**Initials:** \_\_\_\_\_