



St. Louis DBT, LLC

(Formerly Healing Insights, LLC)



CLIENT INFORMATION and OFFICE POLICIES

Thank you for choosing St. Louis DBT, LLC. We would like to take this opportunity to acquaint you with information relevant to treatment, confidentiality, office policies and fees. Your therapist will answer any questions you have regarding any of these policies.

APPOINTMENTS:

- Appointment times vary depending on the needs of clients and the availability of therapists.
- We will make every effort to meet at convenient times for your schedule.
- Appointments are typically 50 minutes unless otherwise arranged between yourself and the therapist.

PAYMENTS AND CANCELLATIONS:

Payment for individual sessions is due at the time of the session. Payments may be made by cash or credit card. We do not accept checks. An active and valid credit card, debit card or HAS card must be kept on file regardless of preferred payment method.

CANCELLATIONS AND MISSED APPOINTMENTS FOR DBT GROUP SESSIONS:

As a courtesy we ask that you give class facilitators notice if you are going to miss a class. Because our classes are closed classes and you are filling a spot that could be filled by someone else, you are still responsible for the fee of the missed class. **Class fees will not be returned for any reason.** In a case of an emergency or an unforeseen situation, fees may be credited towards another course. If an emergency or unforeseen situation comes up in which you are unable to continue a 6 week module you should discuss this with the facilitators.

CANCELLATIONS AND MISSED APPOINTMENTS FOR INDIVIDUAL SESSIONS:

We ask that you give your therapist 24 hours notice when canceling an individual session. Clients will be billed, using the credit card information on file, the full session fee for their individual sessions that are cancelled less than 24 hours in advance. You may call 24 hours a day at **314.932.7415** and leave a message stating you need to miss or reschedule your appointment. You may also contact your therapist directly to cancel or reschedule.

DELINQUENT PAYMENTS:

It is our goal to make services affordable and to NOT add to a client's stressors. In order to preserve the therapeutic relationship, we make every effort to settle outstanding debt directly with clients. However, if your account has not been paid for more than 30 days and arrangements for payment has not been agreed upon, we have the option of using legal means to secure payment. This may involve hiring a collection agency or going through small claims court which may require us to disclose confidential information. In most collection situations, we would have to release the client's name, nature of services provided, and the amount due. If such legal action is necessary, its costs will be included in the claim.

CORRESPONDENCE:

- Your therapist's direct phone number is _____.
- Due to our work schedule we are not often immediately available by telephone.
- You may also leave a message for your therapist by calling the main office line at **314.932.7415** and she will contact you as soon as she is able to.
- In the event of an emergency, when your therapist can not be reached, other community 24-hour crisis and helpline numbers are: Life Crisis 314.647.HELP (4357) and Safe Connections 314.531.2003. You may also dial 911 if you are in immediate danger.
- Please indicate the forms of correspondence you authorize us to use:
 You may call my phone number listed on the client Information Form
 You may leave voicemail messages
 You may text me
 You may email me. I recognize that email from STLDDBT and my therapist is not encrypted and, thus, cannot be guaranteed confidential.

CLIENT CONFIDENTIALITY:

It is the policy of St. Louis DBT, LLC to protect the privacy and confidentiality of all clients receiving services. The therapist will not reveal to any person, *including parent(s)/ legal guardian(s)*, what is discussed during therapy sessions unless the therapist has the client's permission or is required to do so by law. Circumstances that may require the disclosure of information without the client's consent are:

- (a) Suspicion or knowledge of child abuse/neglect.**
- (b) When there is serious risk or threat of physical harm to self or others including suicidal or homicidal thoughts.**
- (c) When ordered by a court of law.**
- (d) In natural disasters whereby records may become exposed.**

Should it become necessary to release the client's information to an outside source such as an outside mental health professional, family member, school, doctor, employer, court, or other social service agency, the therapist will ask the client and if necessary, parent/guardian, to sign a "Release of Information" form. St. Louis DBT, LLC will not give out any information about the client without written authorization.

USES and DISCLOSURES THAT DO NOT REQUIRE WRITTEN AUTHORIZATION:

St. Louis DBT, LLC Clinicians: We may disclose client's protected health information to other St. Louis DBT, LLC clinicians as part of consultation in order to ensure top quality services.

Medical Emergencies: We may disclose client's protected health information in a medical emergency situation to medical personnel only.

Deceased Clients: We may disclose client's protected health information regarding deceased clients for the purpose of determining the cause of death, in connection with the laws requiring the collection of death or other vital statistics, or permitting inquiry into the cause of death.

Criminal Activity: We may disclose client’s protected health information to law enforcement officials if the client has committed a crime on program premises or against program personnel.

RECORD KEEPING:
A clinical chart is maintained describing your condition and your treatment and progress in treatment, dates of and fees for sessions, and notes describing each therapy session/class. Active charts are always kept on site and locked up. Inactive charts are locked and kept at an offsite location for five years. After five years of inactivity, charts will be destroyed.

COMPLAINTS:
At St. Louis DBT we know that all clients have the right to be treated with dignity and respect. If you have a complaint about your treatment, therapist or any office policy please inform us immediately and we will try to resolve the issue in a timely manner. Concerns regarding discrimination and privacy rights that aren’t resolved to your liking may be directed to the Office for Civil Rights (816) 426-7277.

I state that I read, understand, and will agree to the above information regarding confidentiality, office policies, and fees.

(Client Signature)

(Date)

(Parent/Legal Guardian Signature, if client under 18)

(Date)

St. Louis DBT, LLC

Client Rights



Your Rights as a Client at St. Louis DBT, LLC include...

- **Your right to be treated as an individual.** Our primary commitment is to you, our client. At St. Louis DBT, all staff treats you with the respect and consideration to which all people are entitled -- regardless of race, creed, color, age, national origin, sex, sexual orientation, or physical ability. Staff will respect and honor your cultural, spiritual and religious values and their impact on your feelings about treatment to the extent possible under current medical practice and state law.
- **Your right to feel secure with your services provided by us.** You have the right to feel secure about your care and course of treatment, as well as about those who work with you while you are a client here. You have the right to consult with your therapist regarding your diagnosis. In regard to your condition, you may obtain complete current information from your therapist concerning your diagnosis, treatment and prognosis in terms you can understand. If communication is restricted in any way, you have the right to know why. You and others designated by you also are entitled to review your records and have it explained to you except when restricted by law.
- **Your right to participate in your treatment plan.** We respect your right to make decisions regarding your mental health treatment plan and to participate fully.
- **Your right to privacy.** As a client at St. Louis DBT, you are entitled to every consideration of your privacy concerning your mental health treatment. Discussion of your condition, as well as any consultation, or treatment, is confidential and will be conducted as discretely as possible. All client records are private and confidential and will be kept in a locked file at all times when not being used by your therapist. You have the right to review and copy your clinical chart records at any time.
- **Your right to service.** You have the right to expect that all therapists involved in working with you are licensed and trained and will do their best to fulfill your need for treatment.
- **Your right to present complaints.** You have a right to express a complaint concerning any aspect of your treatment at St. Louis DBT. We can remedy most unpleasant experiences when those experiences are reported immediately to your therapist or class facilitator. If you feel you have been discriminated against due to age, race, color, creed, national origin, sex, sexual orientation or physical ability, you have the right to issue a written complaint, which the organization will thoroughly investigate. The organization reviews and uses all complaints to make improvements in its services. Concerns regarding discrimination and privacy rights that aren't resolved to your liking may be directed to the Office for Civil Rights (816) 426-7277.