



INFORMATION FOR CLIENTS

The mission of Collaborative Change is to help clients discover the best version of themselves. Collaborative Change is a private practice providing therapy services for individuals and families. This sheet contains important information about our policies and procedures. Please read it carefully. Ask your therapist to answer any questions you may have.

Eligibility: Eligibility for Collaborative Change therapy services is based on the existence of a presenting problem. You may be referred to another community resource if you do not meet the eligibility criteria, there is a more appropriate service provider elsewhere in the community.

After you begin working with Collaborative Change, services may continue so long as there are identified treatment goals which have not yet been met and there is evidence that you are interested in pursuing these goals.

Collaborative Change may discontinue services if all treatment goals have been met, you fail to demonstrate an interest in actively pursuing treatment goals, for example, by showing a pattern of regularly missing appointments, you fail to pay for services as agreed upon in your Fee Agreement or upon the professional recommendation of your therapist.

Appointments: Appointments are scheduled with individual therapists. A therapy hour consists of a one 45-60 minute session with your therapist. If you need to cancel an appointment, please do so at least 24 hours in advance. You, not your insurance, will be billed \$25 for missed appointments and those not cancelled 24 hours in advance.

Consultants: Your therapist collaborates with other licensed therapists and clinical psychologists on his/her clinical work. Your therapist also has a supervisor who may be contacted if you have questions or concerns. The supervisor is Babe Black, LCSW and can be reached at (317) 296-4187 or babe@collaborative-change.com.

Confidentiality: All contacts between therapists and clients are strictly confidential and will not be revealed to any person or agency outside of Collaborative Change, without your written consent. The primary exception to this rule is those situations in which reporting is mandatory under Indiana law (e.g., child abuse, child neglect, sexual abuse, etc.)

Emergencies: In an emergency, you may call your therapist or the main office (317-296-4187). If you are unable to reach someone to help you with your crisis and need further assistance, you can contact any of the below crisis lines. **If this is a life threatening emergency, please call 911 first.**

Community Hospital Crisis...800-662-3445	St. Vincent Stress Center... (317)338-4800
Valle Vista Hospital.....800-447-1348	Harsha Behavioral Center... (812)298-8888

Informed

Consent: It is the policy of Collaborative Change that each client, or individual acting on behalf of the client, will receive specific, complete and accurate information regarding therapy. You will be asked to read and sign the Joint Notice of Privacy Practices Policy form and Consent to Treat form prior to beginning work with your therapist. These forms are available for your review at any time on our website www.collaborative-change.com.



Grievance

Procedure:

Collaborative Change shall, as part of the intake process, share information with clients concerning informal methods for resolving client concerns and formal procedures by which clients may seek resolution of a grievance. If at any time there are questions or concerns please feel free to contact Collaborative Change supervisor Babe Black, LCSW at (317) 296-4187 or babe@collaborative-change.com.

Client Access

To Records:

Under Indiana law, you have a right to review your treatment record. Ask your therapist for the procedures used in sharing your file with you. If you feel that it contains incorrect information, ask your therapist for the procedure used to request a change in record information.

Fee Policy:

A fee is charged for professional services provided by the therapists at Collaborative Change. If you have private insurance or medical assistance, we will bill for services at the established rate. If you have a co-pay you will be responsible for your co-pay at the time of service. If you do not have insurance, or if your insurance does not pay in full, you will be responsible for paying the rate established. You are also responsible for continued payment at the agreed upon rate once your maximum insurance benefits have been used. Collaborative Change established rate is \$120 per 50-minute session. You may be assessed a \$25 charge for late cancellations and missed appointments. Please ask your therapist about our Hardship Policy if you feel you would qualify for discounted rates.