

**OFFICE POLICIES & GENERAL INFORMATION
AGREEMENT TO PROVIDE PSYCHOTHERAPY SERVICES**

CONFIDENTIALITY: All information disclosed within sessions and the written records pertaining to those sessions are confidential and may not be revealed to anyone without your (client's) written permission, except whose disclosure is required by law.

When Disclosure is Required By Law: Some of the circumstances where disclosure is required by the law are: Whose there is a reasonable suspicion of child, dependent or elder abuse or neglect; where a client presents a danger to self, to others, to property, or is gravely disabled.

When Disclosure May Be Required:

Disclosure:

_____ our work together, or in the future after termination where Luke Geiger, LCSW, CSAC becomes concerned about your personal safety, the possibility of you injuring someone else, or about you receiving proper psychiatric care, he will do whatever he can within the limits of the law, to prevent you from injuring yourself or others and to ensure that you receive the proper medical care. For this purpose, he may also contact the person whose name you have provided on the biographical/contact sheet.

Health Insurance: Disclosure of confidential information may be required by your health insurance carrier or HMO/PPO/MCO/EAP in order to process the claims. Only the minimum necessary information will be communicated to the carrier. Luke Geiger, LCSW, CSAC has no control or knowledge over what insurance companies do with the information he submits or who has access to this information.

Litigation Limitation: Due to the nature of the therapeutic process and the fact that it often involves making a full disclosure with regard to many matters which may be of a confidential nature, it is agreed that should there be legal proceedings (such as, but not limited to, divorce and custody disputes, injuries, law suits, etc.), neither you (client's) nor your attorney's, nor anyone else acting on your behalf will call on Luke Geiger, LCSW, CSAC to testify in court or at any other proceeding, nor will a disclosure of the psychotherapy records be requested.

Consultation: Luke Geiger, LCSW, CSAC consults regularly with other professionals regarding his clients; however, client's name or other identifying information are never mentioned. The client's identity remains completely anonymous, and confidentially is fully maintained.

Your Right To Review Records: As a client, you have the right to review or receive a summary of your records at any time, except in limited legal or emergency circumstances or when Luke Geiger, LCSW, CSAC assesses that releasing such information might be harmful in any way. In such a case Luke Geiger, LCSW, CSAC will provide the records to an appropriate and legitimate mental health professional of your choice.

Considering all of the above exclusions, if it is still appropriate, upon your request, Luke Geiger, LCSW, CSAC will release information to any agency/person you specify unless Luke Geiger, LCSW, CSAC assesses that releasing such information might be harmful in any way.

TELEPHONE & EMERGENCY PROCEDURES: If you need to contact Luke Geiger, LCSW, CSAC between sessions, please leave a message on the answering service (920) 280-2077 and your call will be returned as soon as possible. Please call from 9:00 a.m. to 6:00 p.m. for non-emergency calls. Call between 6:00 p.m. and 9:00 a.m. only if it is urgent. Luke Geiger, LCSW, CSAC picks up his messages a few times a day. If an emergency situation arises, please indicate it clearly in your message. If you still need to talk to someone right away, you can call the suicide hotline at 1-(800) 273-8255 or contact ThedaCare Reginal Medical Center at (920) 731-4101.

PAYMENTS & INSURANCE REIMBURSEMENT: Clients are expected to the standard fee of \$100.00 per 45-50 minute session at the beginning of each session or at the beginning of the month unless other arrangements have been made. Telephone conversations, site visits, report writing and reading, consultation with other professionals, release of information, reading records, longer sessions, travel time, etc. will be charged at the same rate, unless indicated and agreed otherwise. Please notify Luke Geiger, LCSW, CSAC if any problem arises during the course of therapy regarding your ability to make timely payments. Clients who carry insurance should remember that professional services are rendered and charged to the clients and not to the insurance company.

Payments & Insurance Reimbursement, Cont.

Unless agreed upon differently, Luke Geiger, LCSW, CSAC will provide you with a copy of your receipt on a monthly basis, which you can then submit to your insurance company for reimbursement if you so choose. Not all issues/conditions/problems, which are the focus of psychotherapy are reimbursed by insurance companies. It is your responsibility to verify the specifics of your coverage.

MEDIATION & ARBITRATION: All disputes arising out of or in relation to this agreement to provide psychotherapy services shall first be referred to mediation, before, and as a pre-condition of the initiation of arbitration. The mediator shall be a neutral third party chosen by agreement of Luke Geiger, LCSW, CSAC and client(s). The cost of such mediation, if any, shall be split equally, unless otherwise agreed. In the event that mediation is unsuccessful, any unresolved controversy related to this agreement shall be submitted to and settled by binding arbitration in Appleton, Wisconsin in accordance with the rules of the American Arbitration Association which are in effect at the time the demand for arbitration is filed. Notwithstanding the foregoing, in the event that your account is overdue (unpaid) and there is no agreement on a payment plan, Luke Geiger, LCSW, CSAC can use legal means (court, collection agency, etc..) to obtain payment. The prevailing party in arbitration or collection proceeding shall be entitled to recover a reasonable sum as and for attorney's fees. In the case of arbitration, that sum will be determined by the arbitrator.

THE PROCESS OF THERAPY/EVALUATION: Participation in therapy can result in a number of benefits to you, including improving interpersonal relationships and resolution of the specific concerns that led you to seek therapy. Working toward these benefits; however, requires effort on your part. Psychotherapy requires your very active involvement, honesty, and openness in order to change your thoughts, feelings and/or behavior. Luke Geiger, LCSW, CSAC will ask for your feedback and views on your therapy, its progress and other aspects of the therapy, and will expect you to respond openly and honestly. During evaluation or therapy, remembering or talking about unpleasant events, feelings, or thoughts can result in you experiencing considerable discomfort or strong feelings of anger, sadness, worry, fear, etc., or experiencing anxiety, depression, insomnia, etc., Luke Geiger, LCSW, CSAC may challenge some of your assumptions or perceptions or propose different ways of looking at, thinking about, or handling situations which can cause you to feel very upset, angry, depressed, challenged or disappointed. Attempting to resolve issues that brought you to therapy in the first place, such as personal or interpersonal relationships may result in changes that were not originally intended. Psychotherapy may result in decisions about changing behaviors, employment, substance use, schooling, housing or relationships. Sometimes a decision

that is positive for one family member is viewed quite negatively by another family member.

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The Process of Therapy/Evaluation, Cont.

Change will sometimes be easy and swift, but more often it will be slow and even frustrating. There is no guarantee that psychotherapy will yield positive or intended results. During the course of therapy, Luke Geiger, LCSW, CSAC is likely to draw on various psychological approaches according, in part, to the problem that is being treated and his assessment of what will best benefit you. These approaches include behavioral, cognitive-behavioral, psychodynamic, existential, system/family, developmental (adult, child, family), or psycho-educational.

Discussion of Treatment Plan: Within a reasonable period of time after the initiation of treatment, Luke Geiger, LCSW, CSAC will discuss with you (client) his working understanding of the problem, treatment plan, therapeutic objective and his view of the possible outcomes of treatment. If you have any unanswered questions about any of the procedures used in the course of your therapy, their possible risks, Luke Geiger, LCSW, CSAC's expertise in employing them, or about the treatment plan, please ask and you will be answered fully. You also have the right to ask about other treatments for your condition and their risks and benefits. If you could benefit from any treatment that Luke Geiger, LCSW, CSAC does not provide, he has an ethical obligation to assist you in obtaining those treatments.

Termination: As set forth above, after the first couple of meetings, Luke Geiger, LCSW, CSAC will assess if he can be of benefit to you. Luke Geiger, LCSW, CSAC does not accept clients who, in his opinion, he cannot help. In such a case, he will give you a number of referrals whom you can contact. If at any point during psychotherapy Luke Geiger, LCSW, CSAC assesses that he is not effective in helping you reach the therapeutic goals he is obligated to discuss it with you, and if appropriate, to terminate treatment. In such a case, he would give you a number of referrals, which may be of help to you. If you request it and authorize it in writing, Luke Geiger, LCSW, CSAC will talk to the psychotherapist of your choice in order to help with the transition. If at any time you want another professional's opinion or wish to consult with another therapist, Luke Geiger, LCSW, CSAC will assist you in finding someone qualified, and if he has your written consent, he will provide him or her with the essential information needed. You have the right to terminate therapy at any time. If you choose to do so, Luke Geiger, LCSW, CSAC will offer to provide you with names of other qualified professionals whose services you might prefer.

Dual Relationships: Therapy never involves sexual or business relationships or any other dual relationship that impairs Luke Geiger, LCSW, CSAC's objectivity, clinical judgment, therapeutic effectiveness or can be exploitative in nature.

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CANCELLATION: Since scheduling of an appointment involves the reservation of time specifically for you, a minimum of 24 hours (1 day) notice is required for re-scheduling or canceling an appointment. Unless we reach a different agreement, the full fee will be charged for sessions missed without such notification. Most insurance companies do not reimburse for missed sessions.

I have read the above Agreement and Office Policies and General Information Carefully, I understand them and agree to comply with them:

Signature

Date

Client name (print)

Signature

Date

Client name (print)

Luke Geiger,
Licensed Clinical Social Worker,
Clinical Substance Abuse Counselor

Date