

Jennifer Lindan Andrews, LCSW, CADC, CTS
P.O. Box 825, Yarmouth, Maine 04096 207 272-9809
jlindan4@gmail.com www.LindanTreeLifeWorks.com

Office Policies & General Information Agreement for Psychotherapy Services and Informed Consent for Psychotherapy

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 written permission except where disclosure is required by law.

WHEN DISCLOSURE IS REQUIRED OR MAY BE REQUIRED BY LAW: Some of the circumstances where disclosure is required or may be required by law are: where there is a reasonable suspicion of child, dependent, elder, or animal abuse or neglect; where a client presents a danger to self, to others, to property, or is gravely disabled; or when it is communicated to J. Lindan Andrews, LCSW by a third party that the client presents a danger to others. Disclosure may also be required pursuant to a legal proceeding by or against you. If you place your mental status at issue in litigation initiated by you, the defendant may have the right to obtain the psychotherapy records and/or testimony by J. Lindan Andrews, LCSW. In couple and family therapy, or when different family members are seen individually, even over a period of time, confidentiality and privilege do not apply between the couple or among family members, unless otherwise agreed upon. J. Lindan Andrews, LCSW will use her clinical judgment when revealing such information. J. Lindan Andrews, LCSW will not release records to any outside party unless she is authorized to do so by all adult parties who were part of the family therapy, couple therapy, or other treatment that involved more than one adult client, except where disclosure is required by law.

EMERGENCY: If there is an emergency during therapy, or in the future after termination, where J. Lindan Andrews, LCSW becomes concerned about your personal safety, the possibility of you injuring someone else, or about you receiving proper psychiatric care, she will do whatever she 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, she may also contact the person whose name you have provided as emergency contact.

HEALTH INSURANCE & CONFIDENTIALITY OF RECORDS: J. Lindan Andrews, LCSW is out of network for all insurance companies. If you choose to submit claims for reimbursement, your insurance carrier or HMO/PPO/MCO/EAP may request disclosure of confidential information of J. Lindan Andrews, LCSW prior to reimbursing you. A completed Release of Information form will be required prior to any provision of information. J. Lindan

Jennifer Lindan Andrews, LCSW, CADC, CTS
P.O. Box 825, Yarmouth, Maine 04096 207 272-9809
jlindan4@gmail.com www.LindanTreeLifeWorks.com

Andrews, LCSW has no control over, or knowledge of, what insurance companies do with the information she submits or who has access to this information. Please be aware that submitting a mental health invoice for reimbursement carries a certain amount of risk to confidentiality and/or privacy.

LITIGATION: Sometimes patients become involved in litigation while they are in therapy or after therapy has been completed. Sometimes patients (or the opposing attorney, in a legal case) want the records disclosed to the legal system. Due to the nature of the psychotherapeutic process and the fact that it often involves making a full disclosure with regard to many matters, clients' records are generally confidential and private in nature. Patients should know that very serious consequences can result from disclosing therapy records to the legal system. Such disclosures may negatively affect the outcome of custody disputes or other legal matters and may negatively affect the therapeutic relationship. If you or the opposing attorney are considering requesting J. Lindan Andrews, LCSW's disclosure of the records, J. Lindan Andrews, LCSW will do her best to discuss with you the risks and benefits of doing so.

CONSULTATION: J. Lindan Andrews, LCSW consults regularly with other professionals regarding her clients; however, each client's identity remains completely anonymous and confidentiality is fully maintained.

E-MAILS, CELL PHONES, COMPUTERS, AND FAXES: Please be aware that computers and unencrypted email, texts, and e-fax communication (which are part of the clinical records) can be accessed by unauthorized people and hence can compromise the privacy and confidentiality of such communication. Emails, texts, and e-faxes, in particular, are vulnerable to such unauthorized access due to the fact that servers or communication companies may have unlimited and direct access to all emails, texts and e-faxes that go through them. You are also advised that any email sent to me via computer in a work-place environment is legally accessible by an employer. Data on J. Lindan Andrews, LCSW's laptop and business phone should not be assumed to be encrypted. It is always a possibility that e-faxes, texts, and email can be sent erroneously to the wrong address and computers. J. Lindan Andrews, LCSW's laptop is equipped with a password, and she backs up all confidential information from her computer on a regular basis onto an encrypted hard-drive. Please notify J. Lindan Andrews, LCSW if you decide to avoid or limit, in any way, the use of

Jennifer Lindan Andrews, LCSW, CADC, CTS
P.O. Box 825, Yarmouth, Maine 04096 207 272-9809
jlindan4@gmail.com www.LindanTreeLifeWorks.com

email, texts, cell phones calls, phone messages, or e-faxes. If you communicate confidential or private information via unencrypted email, texts or e-fax or via phone messages, J. Lindan Andrews, LCSW will assume that you have made an informed decision, will view it as your agreement to take the risk that such communication may be intercepted, and she will honor your desire to communicate on such matters. Please do not use texts, email, voice mail, or faxes for emergencies.

INTERNET SEARCHES: J. Lindan Andrews, LCSW does not conduct internet searches on her clients unless there is a clinical need to do so, as in the case of a crisis or to assure the client's physical wellbeing. If clients ask J. Lindan Andrews, LCSW to conduct such searches or review their websites or profiles and J. Lindan Andrews, LCSW deems that it might provide clinical insight, J. Lindan Andrews, LCSW will consider it on a case by case basis and only after discussing possible impacts to the professional relationship and the client's privacy.

FRIENDING: J. Lindan Andrews, LCSW does not accept friend or contact requests from current or former clients on any social networking site. Adding clients as friends or contacts on these sites can compromise the client's confidentiality and the privacy of the clinical nature of the relationship. It may also blur the boundaries of the therapeutic relationship.

TELEPHONE & EMERGENCY PROCEDURES: If you need to contact J. Lindan Andrews, LCSW between sessions, please leave a voicemail at (207) 272-9809 and your call will be returned as soon as possible. J. Lindan Andrews, LCSW checks her messages a few times during the daytime only, unless she is out of town. If an emergency situation arises, indicate it clearly in your message. If you need to talk to someone immediately, call: Maine Mental Health Crisis Hotline: (888) 568-1112 or the Police: 911. Please do not use email or e-faxes for emergencies. J. Lindan Andrews, LCSW does not always check her email or e-faxes daily.

Jennifer Lindan Andrews, LCSW, CADC, CTS
P.O. Box 825, Yarmouth, Maine 04096 207 272-9809
jlindan4@gmail.com www.LindanTreeLifeWorks.com

PAYMENTS: J. Lindan Andrews, LCSW is out of network for all insurance carriers. The current fee is \$130 for the initial session, \$100 for each subsequent session, each session not to exceed 55 minutes. Payment is expected immediately prior to or immediately following the session. Telephone conversations, site visits, writing and reading of reports, 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 upon otherwise. Client will have access to billing information should they wish to submit claims to their insurance company for reimbursement. If payment is in arrears, J. Lindan Andrews, LCSW may use legal or other means (courts, collection agencies, etc.) to obtain payment. J. Lindan Andrews, LCSW accepts payment in the form of cash and checks. If an online payment method (such as PayPal or credit card services) is provided, inaccessibility of this payment method does not alleviate the client of the responsibility to pay in the timely manner outlined above. There is a \$35 fee for payments returned for insufficient funds.

CANCELLATION: Since the scheduling of an appointment involves the reservation of time specifically for you, a minimum of 24 hours notice is required for re-scheduling or canceling an appointment. The full fee (\$130 for initial session, \$100 for all following sessions) will be charged for sessions missed without such notification, regardless of circumstances. Insurance does not cover this fee. If you cancel or miss an appointment it may not be possible to reschedule your appointment quickly, or at a time that is convenient for you.

THE PROCESS OF THERAPY/EVALUATION AND SCOPE OF PRACTICE: 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. Sometimes more than one approach can be helpful in dealing with a certain situation. 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,

Jennifer Lindan Andrews, LCSW, CADC, CTS
P.O. Box 825, Yarmouth, Maine 04096 207 272-9809
jlindan4@gmail.com www.LindanTreeLifeWorks.com

etc. 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. Change may sometimes be easy and swift, while at other times it may be slow and even frustrating. There is no guarantee that psychotherapy will yield positive or intended results. During the course of therapy, J. Lindan Andrews, LCSW is likely to draw on various psychological approaches according, in part, to the problem that is being treated and her assessment of what will best benefit you. These approaches include, but are not limited to, behavioral, cognitive-behavioral, cognitive, psychodynamic, existential, humanistic or psycho-educational. J. Lindan Andrews, LCSW provides neither custody evaluation recommendation nor medication or prescription recommendation nor legal advice, as these activities do not fall within her scope of practice.

PARTICIPATION: Your participation in treatment is an expected and vital part of therapy. Factors in successful therapy include your motivation, commitment, and readiness to change. As part of your therapy with Lindan Tree LifeWorks, your participation in therapy includes your attendance at all scheduled appointments and your undivided attention during therapy sessions. Together we will create an environment which is peaceful, focused, and free of distractions.

TREATMENT PLANS: Within a reasonable period of time after the initiation of treatment, J. Lindan Andrews, LCSW will discuss with you her working understanding of the problem, treatment plan, therapeutic objectives, and her 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, possible risks, J. Lindan Andrews'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.

TERMINATION: Within the first couple of meetings, J. Lindan Andrews, LCSW will assess if she can be of benefit to you. J. Lindan Andrews, LCSW does not work with clients who, in her opinion, she cannot help make progress. In such case, if appropriate, she will provide referrals for other therapists or other services. If at any point during psychotherapy J. Lindan Andrews, LCSW either assesses that she is not effective in helping you reach the

Jennifer Lindan Andrews, LCSW, CADC, CTS
P.O. Box 825, Yarmouth, Maine 04096 207 272-9809
jlindan4@gmail.com www.LindanTreeLifeWorks.com

therapeutic goals or perceives you as non-engaged or non-responsive, she will terminate therapy. It is important to understand that if you: miss more than one (1) appointment in a thirty (30) day period; miss two (2) appointments in a row; or are missing appointments regularly, services may be terminated. In such case, if it is possible and appropriate to do so, J. Lindan Andrews, LCSW will discuss with you the termination of treatment and conduct pre-termination counseling. In such a case, if appropriate and/or necessary, she would provide you with referrals that may be of help to you. You have the right to terminate therapy and communication at any time. If you choose to do so, upon your request and if appropriate and possible, J. Lindan Andrews, LCSW will provide you with names of other qualified professionals whose services may be useful to you. When the decision is made to terminate therapy, it is optimal to conduct an exit session, allowing the opportunity for closure. If you have decided to terminate therapy, please inform J. Lindan Andrews, LCSW of this prior to the final session.

AUDIO OR VIDEO RECORDING: Unless otherwise agreed to by all parties beforehand, there shall be no audio or video recording of therapy sessions, phone calls, or any other services provided by J. Lindan Andrews, LCSW.