

## INFORMATION AND CONSENT FOR SERVICES

*Welcome to Counseling Services (CS). This document contains important information about our services and business policies. Please read it carefully and note any questions you might have to discuss with your therapist. When you sign this document, it will become an agreement between you and CS.*

**Eligibility:** Therapeutic services are available for currently enrolled K-State students who have paid the privilege fee. Students eligible for summer services include students who were eligible in the spring semester and have preregistered for the fall and/or students who are currently enrolled for summer and have paid the privilege fee. Based upon your needs, the therapist may help identify alternative resources on campus or in the community. If you are in crisis, CS will see you, regardless of your eligibility for services, and will work with you to find a provider/referrals.

**Confidentiality:** In therapy, you have the right to confidentiality except in certain instances that are described below. Confidentiality means what you tell your therapist and the fact that you come here for therapy may only be known to those who work at CS or who are mental health professionals who have a contract with CS. You may sign a form to give us permission to release information to others. If you change your mind, this permission can be revoked by talking directly with one of our therapists so we may update your file. If you use a credit or debit card to pay your bill, "Counseling Services" may appear on your statement.

### Exceptions to confidentiality:

1. If there is reason to believe that you will harm another person, we must take action. This may include notifying the person who is potentially in danger, notifying the police, and/or seeking hospitalization for you.
2. If a therapist determines that you are in imminent danger of harming yourself, therapists must take action. Our therapists will work with you to explore options, which can include creating a safety plan, contacting a family member(s), seeking hospitalization, or contacting the police if you are unwilling to take steps to keep yourself safe.
3. If there is concern about potentially abusive or neglectful behavior towards a child or a vulnerable adult by you or someone else, our therapists are mandated to report this to the appropriate state agency. If you report to a therapist that there is sexual activity with someone who is younger than the age of consent (this depends in which state the activity occurred and is 16 years old in Kansas), this also needs to be reported to the appropriate state agency.
4. If a court orders CS to release your records, we will attempt to contact you to let you know, but we will have to comply with the order.

**Session Limits:** Eligible students have a limit of 8 individual sessions per semester (the entire summer counts as a semester). There is no limit to the number of group therapy sessions a student may attend. If you have questions, please check with the front desk or with your therapist.

**Fees:** Appointments are free. Failure to keep an appointment or to give 24 hours' notice for a cancellation will result in a \$25 fee being applied. If you do not attend an appointment and do not contact us or respond if we attempt to contact you, we will assume that you have dropped out of therapy, and you will no longer be considered a current CS client. You are welcome to contact us in the future to reinstate services. Some psychological assessments have fees associated with them. Your therapist will discuss this with you if they are recommending you take one.

**Insurance:** The only charges you may accrue at CS would be due to missing an appointment, cancelling an appointment less than 24 hours in advance, or charges for assessments. Insurance will not reimburse for these charges and CS does not process or submit billing to insurance companies.

**Billing:** You are responsible for your bill. We recommend that you pay for charges at the time they are incurred. Statements are available online by logging into your Counseling Services Account (the link is on our webpage). CS currently accepts cash, checks, credit cards (Visa or MasterCard), and money orders as forms of payment. There is a \$30 charge for returned checks. Please contact the front desk to discuss payment plans.

If your bill is paid by a third party (such as a parent, partner, etc.), you are responsible for providing your bill to the third party. If there are questions or disputes about the billing and/or payments and you would like CS staff to address these questions with a third party, you will need to give CS written permission to do so.

For overdue bills, we may utilize both the local address and/or the last permanent address you provided to the University to contact you. Accounts reaching 60 days past due are filed with the University as delinquent and a “hold” will be placed on your transcript until payment is received. If you are no longer a student and your account reaches 120 days past due, this may be sent to a collection agency if you have not contacted CS to set up a payment plan. Please inform the front desk of any change in your address.

**Recording Sessions:** Our staff represent a variety of professionals and professionals-in-training. CS staff may video/audio-record their sessions for the purposes of clinical consultation, supervision, and training. Trainees are almost always required to video/audio-record each session. Occasionally, staff may request to observe or sit-in on a session for similar reasons as those listed above. Your therapist will discuss any recording and/or observation of sessions with you. Video/audio-recordings are treated as confidential material and will be deleted after supervision is completed.

It is important to know that therapists consult with other therapists about their clinical work. When doing so, they make every effort to avoid revealing identifying information. The consultant is also legally bound to keep the information that is shared confidential. The purpose of consultation is to ensure you receive high quality treatment.

**Your Information:** Clinical files are maintained for 7 years after the date of your last contact and are then deleted. Records at CS are electronic, and they are stored on secure servers. These records include forms you complete for our office and information about any interactions with your counselor (e.g., visits, phone calls, etc.). Any paper files are scanned into the file and shredded.

**Potential Benefits and Risks:** Therapy can have benefits and risks. It can bring up uncomfortable thoughts and feelings, because it often involves discussing unpleasant aspects of your life. However, therapy can result in better relationships, improved academic performance, developing solutions to specific problems, and overall improved well-being and functioning. Though therapy has been shown to be effective, these benefits are not guaranteed.

**Contact Information:** If CS needs to contact you, we will contact you either by using your K-State email or your local phone number.

**Concerns:** If you have concerns with what is happening in therapy, please consider discussing this with your therapist. You may also schedule an appointment with our Clinical Director to discuss your concerns or to request to change therapists. If you believe your therapist has behaved unethically (for example, engaging in social/sexual relationships with clients), you may contact our Director or the Kansas Behavioral Sciences Regulatory Board.

*Your signature below indicates that you have read, understood, and agree to all of the information in this document, including that you agree to participate in therapy and assessment services offered by CS based on the terms and practices described. A copy of this form will be provided to you at your request.*

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Client Signature

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Date