

ADD Austin
503 West 38th Street
Austin, TX 78705
512.459.5999 (Ph); 512.459.6001 (fax)

Client Agreement & General Consent to Treatment

Welcome to ADD Austin It is important for you to be informed about the policies and procedures governing the services you will receive here, the fees charged for our services, and your rights as a client. At the end of this statement there is a place for you to sign, indicating your general consent and agreement to treatment.

Psychological Services

Psychotherapy (Counseling)

- Individual therapy
- Couples therapy
- Family therapy
- Group therapy

Coaching & Skills Training

- College Student
- Parenting Skills
- Professional

Diagnostic Evaluations for AD/HD

- Children
- Adolescents
- Adults

Working Memory Training (Cogmed)

- Children
- Adolescents
- Adults

Policies and Procedures

Your Rights as a Client. You have all of the rights established by the State of Texas governing clinical practices. These include the rights of consent to treatment, of seeking disclosure from your clinician about his/her qualifications, of requesting a different psychologist or therapist, of ending treatment at any time, of accessing the client grievance procedures, and of having your clinical record kept private (see “Confidentiality” below). You also have the right to have any tests, procedures, and recommendations explained to you in simple terms, and you have the right to refuse such tests, procedures, or recommendations.

Confidentiality. What you tell your clinician will be kept confidential and will not be revealed to other persons or agencies without your written permission, except when mandated or permitted by state and federal statutes. For complete information regarding the privacy practices of ADD Austin, including those instances in which your ADD Austin clinician is required by law to disclose information, please refer to the *Notice of Privacy Practices*. **If you were not given the opportunity to read this important Notice and sign the associated Consent, please let us know immediately.** By federal law, you must review and sign the *Notice of Privacy Practices* before treatment can begin. Additional copies are available upon request.

Minors & Parents. Clients under 18 years of age who are not emancipated and their parents should be aware that the law may allow parents to examine their child’s treatment records. However, if the treatment is for suicide prevention, chemical addiction or dependency, or sexual, physical or emotional abuse, the law does not guarantee parents access to their child’s records. For older teenagers (e.g., between 16 and 18) it is recommended that parents agree to waive their right to access their child’s records because privacy in therapy is often crucial to successful progress. If parents agree to waive their right of access, the child’s clinician can provide the parents with general information about the progress of the child’s treatment and attendance at sessions. If you need further information, please do not hesitate to ask.

Fees and Payment. Payment is due at the time of your appointment unless prior arrangements have been made. You may pay by cash, check or credit card. There is a 2.5% fee added to all credit card transactions to help defray the costs of providing this convenience to our clients. A \$30 fee is charged for all returned checks. Make checks payable to: *ADD Austin*. Clients and patients undergoing diagnostic evaluations, participating in psychoeducational groups, and in Cogmed Working Memory Training are expected to pay the full fee at the beginning of treatment.

Insurance and Other Third-Party Payments. ADD Austin does not accept direct payment from insurance companies. We will be happy to provide you a statement to submit to your insurance company for reimbursement. We are providers for Medicare and the Department of Assistive and Rehabilitative Services (DARS).

Appointments: Please schedule all appointments by phone through the front office. Most appointments at ADD Austin end 10 minutes before the hour or half-hour. Please respect your clinician's schedule by keeping this in mind (e.g., a therapy "hour" is 45-50 minutes).

Cancellations. Please cancel all appointments by phone through the front office. Phone messages are time-stamped to document your call. If an appointment is missed or canceled with less than **24 hours notice**, you will be charged for that session. Please be aware that your insurance company will not reimburse such charges.

Consumer Complaint Hot-Line: To file a complaint regarding services by your ADD Austin psychologist, you may contact the Consumer Complaint Hot-line for Licensed Psychologists at (512) 305-7709.

Legal Proceedings. The clinicians at ADD Austin do not provide testimony in legal proceedings; however, if you choose to subpoena either your clinician or his/her records, you agree to pay for any required preparation time, for the clinician's time out of the office, and for travel at a charge equal to the clinician's standard hourly rate.

Handguns & Weapons: Please do not bring any type of weapon into the offices of ADD Austin.

Emergencies: If you have an urgent concern, your ADD Austin clinician will make every effort to schedule an appointment with you as soon as possible. **If you have a critical emergency, contact your psychiatrist or other physician.** You may leave a message on your clinician's voice-mail at any time, but do not leave an urgent message since these messages will probably not be reviewed until the next business day.

Signature of Agreement: If you do not have any questions or concerns after reading this form, please read and sign *The General Consent to Treatment* on the following page. If you do have questions, please discuss them with your clinician before signing.

