

## **CLIENT INFORMATION SHEET**

### **Client Rights**

- Be informed about the qualifications of your counselor, including his or her education, experience, and professional licensure.
- Receive an explanation of services offered, your time commitments, and fees and billing policies prior to receipt of services.
- Be informed of limitations of the counselor's practice to special areas of expertise.
- Have all that you say treated confidentially and be informed of any state laws placing limitations on confidentiality in the counseling relationship.
- Ask questions about the counseling techniques and strategies and be informed of your progress.
- Participate in setting goals and evaluating progress toward meeting them.
- Be informed of how to contact the counselor in an emergency situation.
- Request referral for a second opinion at any time.
- Request copies of records and reports to be used by other counseling professionals.
- Receive a copy of the code of ethics to which your counselor adheres.
- Contact the appropriate professional organization if you have doubts or complaints relative to the counselor's conduct.
- Terminate the counseling relationship at any time.

### **Client Responsibilities**

- Set and keep appointments with your counselor and let him or her know as soon as possible if you cannot keep an appointment.
- Help plan your goals.
- Follow through with agreed upon goals.
- Keep your counselor informed of your progress toward meeting your goals.
- Terminate your counseling relationship before entering into arrangements with another counselor.

### **Qualifications**

Janna Cash Gilner, MA, LPC, a licensed professional counselor will provide counseling services, is licensed (License ID: # 2096 Kansas) by The Kansas Behavioral Sciences and Regulatory Board. This counselor practices under supervision of a licensed psychologist, Melanie L. Davis, PhD, while working toward clinical licensure.

### **General Guidelines**

Counseling and psychotherapy require a great deal of participation and cooperation from you. Your effort will be important in determining how much benefit you will receive. Much of what occurs in a session is dialogue. You will be expected to relate not only problems and concerns, but successes as well. At times, you may be given homework assignments such as reading, keeping a journal, monitoring your own behavior, practicing new behavior, etc. You may also be asked to complete some questionnaires and or tests. If a need for medication to relieve emotional discomfort or psychological difficulties seems indicated, a consultation with your physician or psychiatrist will be recommended. It is important that you regularly and promptly attend scheduled sessions. No guarantees are made as to the result of treatments, assessments, or consultations. If you have questions about your counselor's procedures, please discuss them as they arise.

### **Fees & Payment Policies**

There is a fee of \$80 for each 60-minute session. Sessions lasting longer than the scheduled 60 minutes will be prorated an additional amount. Clients are expected to pay for each session at the time of their appointment. If you become more than two sessions behind in your payments, additional appointments will not be scheduled until your account is paid in full. At least 24 hours advance notice is required to cancel an appointment in order to avoid cancellation charges of 50% of regular fees. If you do not attend a scheduled appointment without canceling, a charge of 50% of regular fees will be billed. Variance from the policy is at the provider's discretion. A statement of your account will be provided for you upon your request. It is important to note that insurance companies do not provide reimbursement for late cancellation fees.

Your counselor does not file for reimbursement through health insurance carriers. However, if you are interested in filing for reimbursement, your counseling will give you a receipt for your payment that includes the date of service, a procedure code (CPT) for the type of service, and a diagnostic code (mental health ICD-9), all of which is required by insurance companies. Sometimes insurance carriers require additional information before they will pay a claim; if this becomes necessary, your counselor will charge you for the time required to produce this protected health information. This service fee is not reimbursable by health insurance carriers.

You, not your insurance company, are ultimately responsible for payment of all fees. Some services are not covered by most health insurances and may be out of pocket expenses, in other words, not worthy of filing for reimbursement. Examples of out of pocket expenses include report writing, telephone counseling sessions, consultations, preparation of records, treatment summaries, court appearances, or school visits. Fees and payment schedules for other professional services will be contracted, as they are needed.

Legal proceedings that require your counselor's participation incur additional charges that are not typically covered by insurance. These include all professional time, including preparation and transportation costs, even if your counselor is called to testify by another party. Due to the difficulties of legal involvements, the charge for preparation and attendance at any legal proceeding is \$240.00 per hour.

# Transition Counseling Services, LLC • Janna Cash Gilner, MA, LPC

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## CLIENT INFORMATION SHEET, CONTINUED

### Session Format

Research has shown that the nature and severity of the clients presenting problems usually determine the length of therapy. Treatment can range from a few sessions to several months of therapy. The estimated length of your treatment will be determined in collaborative discussion between you and your counselor. Regular reviews of your progress and continuing need for therapy will be discussed with you. You may leave therapy at any time, but we ask that you agree to discuss the termination of therapy with your counselor at a regular therapy session, rather than by phone.

### Confidentiality

The information clients share in therapy and all documents relating to therapy services are kept confidential, unless the client requests in writing that the records be released. Some specific confidential information may be disclosed for the purpose of professional consultation and guidance in treatment, or when mandated by law. Kansas law mandates that confidentiality be broken if you are found to be a clear and imminent danger to self or others, if you report current abuse of a child or dependent adult, or if your counselor receives a court order to release your records.

### Limits on Confidentiality

The laws governing confidentiality can be quite complex. In situations where specific advice is required, your counselor reserves the right to seek legal services.

### Benefits and Risks

Any time you seek therapy to work on your personal struggles or relationship difficulties, there are benefits and risks involved. The benefits can include the ability to handle or cope with your specific concerns and/or your interpersonal relationships in a healthier way. You may also gain a greater understanding of personal, interpersonal, or family goals and values. This new understanding may lead the way to greater maturity and happiness as an individual, couple, or as a family. There may also be other benefits that come as you work at resolving your specific concerns.

However, counseling can be challenging and uncomfortable at times. Remembering and resolving an unpleasant event may cause intense feelings of fear, anger, depression, and frustration. As you work to resolve personal issues or issues between family members, marital partners, and other persons, you may experience discomfort and an increase in conflict. There may be changes in your relationships you had not originally anticipated.

Your counselor will discuss with you the benefits and risks involved in your particular situation. We encourage you to discuss any concerns you have as you progress with your counselor.

### Phone Consultation & Emergency Policy

You may reach your counselor at 913-904-6855. I am not available to answer every call. If you reach my voicemail, please leave your information and a call will be returned within 48 hours. Please remember there will be a fee for professional consultation calls over 5 minutes in length. Emergency on-call services are not provided; in the event of an emergency, dial 911/locate the nearest hospital, or follow the safety plan previously arranged with your counselor. Once you are safe, you may contact your counselor to make her aware of the situation or to schedule any necessary follow-up session.

### Consultations

Your counselor may occasionally find it helpful to consult with other health and mental health providers about your case. During a consultation your provider will make every effort to avoid revealing your identity. Other professionals are legally bound to keep the information confidential. If you don't object, your provider will not tell you about these consultations unless they believe that it is important for your work together. All consultations will be noted in as PHI.

### Disclosures

The following are situations where your provider is permitted or required by law to disclose information without either your consent or authorization:  
**Protection** – First your counselor is legally mandated to report to the state any suspected child or elder abuse and neglect. Second, according to the ethical standards of our profession, a provider has the duty to warn any person of intended harm. Third, your provider reserves the right to take any step necessary in the prevention of suicide.

**Health Oversight Activities** – We may disclose PHI to the KS Behavioral Sciences Regulatory Board if necessary for a proceeding before the Board.

**Judicial and Administrative Proceedings** – If you are involved in a court proceeding and a request is made for PHI, such information is privileged under state law, and we will not release information without the written authorization of you or your legally appointed representative or a court order. The privilege does not apply when you are being evaluated for a third party or where the evaluation is court ordered. You will be informed in advance if this is the case.

**Worker's Compensation** – Your counselor may disclose PHI as authorized by and to the extent necessary to comply with laws relations to worker's compensation or other similar programs, established by law, that provide for work-related injuries or illness without regard to fault.

**Law Suits** – If a client files a lawsuit against, the counselor may disclose relevant information regarding that client in order to defend ourselves.

**Professional Records** – Professional records, including PHI and psychotherapy notes, are handled in accord with HIPAA requirements, as detailed in your HIPAA Notice.

**Client Rights** – HIPAA provides you with several rights with regards to your professional records and disclosures of PHI. These rights include amendments to records, restrictions on disclosures, requests for accounting and registering complaints. The rights are detailed in the HIPAA Notice.