



# RENEWAL

*A Center for Wellness*

## Client Information Form

Last Name	First Name	Middle Initial	Home Phone	Cell Phone	
Street Address			City	State	Zip
Email	Date of Birth	Sex	Marital Status	<input type="checkbox"/> It is okay to leave me a message.	

### Emergency Contact

Name	Phone	Relationship
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### Employment

Occupation	Employer
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How did you hear about us?	
Primary Care Doctor	Phone Number
Medications:	

Briefly list the issues bringing you in for counseling:

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By signing below, I acknowledge the following:

1. I have received or have been given access to the Notice of Privacy Policy.
2. I have answered all questions to the best of my knowledge.
3. If an emergency contact person was listed, I give permission for them to be contacted in case of an emergency.

\_\_\_\_\_  
Signature of Client

\_\_\_\_\_  
Date

# Renewal, LLC

## Client Consent and Policy Statement

This document contains important information about the nature of your sessions and the therapeutic process. It is important that you read this very carefully and ask your therapist any questions you may have so we can discuss them.

### Nature of Counseling

Your participation in therapy is completely voluntary and you can, if you choose, discontinue sessions at any time. The counseling relationship is a collaborative journey, and you are encouraged to take an active role in the planning of your journey.

Beginning counseling is a big step and it is important that you understand that there could be risks involved. Sometimes people try to avoid their problems and by talking about them, initially things may seem worse as you are dealing with them. Also, the growth that you make throughout this process may affect relationships with those in your life that are not growing along with you.

Treatment will be tailored to your needs. You may reserve the right to decline treatment against professional advice. You have the continuing right to an explanation of the benefits of how therapy is being conducted. Understand that there is no assurance that you will feel better.

The length of therapy is greatly determined by each situation. The goal in regards to the length of therapy is to resolve the issues that brought you in as thoroughly but quickly as possible.

**Most sessions are scheduled for 50-55 minutes unless otherwise specified.** Initially, most appointments are scheduled every week or every other week. It is your right to discontinue treatment any time you feel it is in your best interest to do so. It is the therapist's ethical responsibility to end therapy when it is reasonably clear that you are no longer benefiting from treatment.

**Appointments are to be kept at their scheduled time. If an appointment must be cancelled, a 24-hour notice is required. If the cancellation is given with less than a 24-hour notice, half of the fee will be charged. If no cancellation takes place and you miss your appointment, the full fee will be charged. Late cancellations and missed appointments are not covered under any insurance. In the case of a serious emergency, inclement weather, or illness, notify us immediately and we will reschedule your appointment without additional charge. If your credit card is on file, you will be charged automatically.**

**INITIAL HERE:** \_\_\_\_\_ *I have read and accept the cancellation policy.*

### Availability

Our general philosophy regarding emergencies is that clients are assumed to be self-responsible (functioning, and not in need of day-to-day supervision). As a private practice, we cannot assume responsibility for a client's day-to-day functioning as can institutions, nor can we be available for 24-hour per day crisis care. If you are anticipating a crisis situation, you must discuss any expectations you have with us and agree to develop and follow a written step-by-step crisis plan. If the need for crisis care arises unexpectedly, proceed to the nearest hospital or call 911. In the event that your therapist is out of town or unavailable, they will make every effort to let you know in advance and provide you with an alternative counselor to see in their absence.

## Confidentiality

Confidentiality is vital to the therapeutic relationship. Your right to confidentiality will be protected, however, there are a few circumstances that limit this right. These include:

1. you, as a client, give Renewal, LLC, permission to release your records to a third party specified by you. In this situation, you will sign a release of information form before anything will be shared. If you are seeing more than one therapist at Renewal, LLC – this informed consent covers you for all practitioners involved in your care and your care can be discussed between those practitioners,
2. law mandates reporting if you present a danger to yourself or imminent danger to others,
3. law also mandates reporting if there is evidence to believe that abuse or neglect of a child or vulnerable adult is occurring,
4. instances where the court or government subpoena records,
5. information will be shared if you choose to involve insurance providers.

*Due to the confidential nature of the therapeutic relationship, we do not engage in online social networking with current or previous clients (including but not limited to Facebook, LinkedIn, Instagram or Twitter).*

## Email

Email is a very popular and convenient way to communicate for a lot of people, so HIPAA (Health Insurance Portability and Accountability Act) allows clients the option of communication with counselors as long as clients understand the risks.

Renewal has taken the steps to attain HIPAA compliant email. We do utilize encryption through our email service provider, Hushmail. However, if you send us an initial email it will not be encrypted. We do have the ability to encrypt any replies or initial emails sent from any Renewal staff. If the email is encrypted other third party entities are not able to access the information however; if you do send an unencrypted email a third party may be able to access the information and read it since it is transmitted over the Internet.. In addition, once the email is received by you, someone may be able to access your email account and read it.

Email is not appropriate for urgent or emergency situations. Email should be utilized to communicate basic information and should be concise. It is best to avoid communicating sensitive information; such as credit card numbers.

It is Renewal's policy to read all emails and if necessary, print it and add to you file. After that the email is deleted. Renewal will not forward your emails outside of our own network of counselors. We are not liable for breaches of confidentiality caused by unencrypted email.

Yes, I would like to allow encrypted email which also includes appointment reminders.

Email address: \_\_\_\_\_

No, I do not wish to communicate with Renewal via email.

## Record Keeping

Counseling records and individual documents are maintained electronically in accordance to HIPAA standards. Client records will be kept for *at least* seven (7) years after the date of the last contact with our office. If you do not have an appointment scheduled and have not been seen for 60 days, we will make your chart inactive and you will need to contact us to reactivate your chart.

## Disagreements

If a situation comes up during therapeutic process where you are uncomfortable in any way, please notify us immediately so that it can be discussed at that time. It is essential to have trust in this relationship. Do not worry about offending us in any way. We are here to help you and any negative thoughts or feelings would be counter-productive to your sessions.

## Payment

Payment in cash, check, or credit card is expected in full at the time of service. There will be a \$25 charge for each “non- sufficient funds” check returned and if this occurs more than two (2) times, payment will only be accepted in the form of cash or credit.

## Agreement

*I have read this information completely, understand what is said, and have discussed any questions that I might have with the counselor. I realize that this is a binding agreement and will be held to all standards mentioned above and by signing this, I agree with this document in its entirety.*

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Client Signature

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Date

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Therapist Signature

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Date

# Renewal, LLC

## Credit Card Authorization Form

Client Name:

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Name on Card (if different than client):

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Type of Card:    Visa     MC     AmEx     Discover

**By signing this document, you are stating that you are the holder of this card and you authorize Renewal, LLC to charge this card for this and future sessions or no show/late cancel fees.**

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Signature

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Date