

Thank you for choosing me as your Mental Health Care Provider. I am committed to giving you excellent mental health care. The following is a statement of my financial policy and other office policies, which I require that you read and sign prior to any treatment. If you have any questions about my financial policy or anything else, please do not hesitate to ask me.

Professional Fees

\$130 per 55-minute individual counseling

\$150 for couple or family counseling (55-minute session)

\$145 prorated fee for phone consultation for check-in calls and reading of writings or messages of more than 5 minutes duration.

\$100 - \$150 monthly fee for monitoring and compliance services.

\$300 for Monthly Group Counseling fee includes 4 sessions per month and includes group treatment services for the month. Fee is due at the first meeting of month and must be paid whether client does or doesn't attend all sessions since the fee is for the sessions and group treatment services. Clients need to provide 1 - 2 month's notice before ending group.

\$78 per hour for copying and mailing client records to another professional.

\$125 - \$275 per hour for written reports, prepared documents, reading time, or consultation (over 10 minutes) with another professional at your request, depending on type and purpose.

\$300 - \$600 per hour for preparation, transportation time, and attendance at legal court proceedings, including when called by another party. Expenses will be charged at current rates.

\$25 service fee for returned check.

Your regular fee is charged if you don't show up for your appointment or you don't give us at least 24 hours notice by phone. If a Monday appointment, we need you to let us know by 5 pm on Thursday since we are closed on Fridays. Email will not work.

Full payment is due at the time of service by cash, check, debit, or credit cards. Payments not received within 30 days may be assessed a 1.5% late fee. While we don't accept assignments from insurance companies, we will, if possible, provide the information you need to file your insurance claim. If eligible, your insurance company will make payments directly to you for their allowable reimbursements. I encourage you to contact your insurance company before the first session and ask them what benefits you may expect.

Fee Change

While I rarely raise professional fees during the course of counseling, there may be an occasion where this will be necessary. If this occurs, I will let you know with at least one month's notice what the new fee will be. In any event, I will not raise fees more than once during a 12-month period so you can be assured that if there is an increase, it won't change again for at least 12 months.

Telephone Calls and Writing

If you are experiencing a life-threatening emergency, call 911 or have someone take you to the nearest emergency room for help. Phone consultation for check-in calls and reading of writings or messages of 5 minutes or less in duration will not be added to your billing.

Consultation calls and reading time longer than 5 minutes will be billed at the normal prorated service rate. If you must get a message to me, the best way is to leave a voice message. I cannot guarantee a quick reply due to the nature of my practice, but will get back to you as soon as I can. Because of my schedule, I rarely answer emails on a timely basis. If something is important, please call me and leave a message.

Confidentiality

Information disclosed within sessions is confidential and may not be revealed to anyone without your permission. The law provides for certain exceptional situations in which I am required to disclose information including when there is a reasonable suspicion of child abuse, elder or dependent-adult abuse, and when a client threatens violence to an identifiable victim. The law also requires me to break confidentiality when a client presents a danger of violence to others and when a client is likely to harm him/herself unless protective measures are taken. Disclosure may also be required in certain legal proceedings. If you have concerns about the content of our sessions and any legal proceedings in which you are involved or expect to be involved (e.g., child custody cases), please let me know. As part of my professional responsibility, I may also consult with other counseling professionals. Your name is not revealed. This allows you to receive the benefit of another professionals' expertise. There may be times when I have to disclose information to an insurance company to assist you with your claim.

Special Reports, Services, and Letters

Occasionally it is necessary for me to write special letters or reports or provide other services on a client's behalf. I am glad to comply with such requests. There is a fee charged based upon the type and purpose as well as the length of time required for the service.

Professional Responsibility

Professional counseling, although personal in nature, is a professional relationship. As a Licensed Clinical Professional Counselor and Marriage and Family Therapist, I will not barter for services or accept gifts or invitations. You will be best served by these professional standards. I am licensed by the State of Idaho to provide counseling services. My ethical code states that sexual intimacy is never appropriate with a client and should be reported to the licensing board.

The laws of the State of Idaho require that licensed counselors provide clients at the beginning of treatment with accurate disclosure information concerning their practice, including the right of clients to refuse treatment, the responsibility of clients for choosing the provider and treatment modality, and the extent of confidentiality (Chapter 34, Title 54-3410A, Idaho Code). Licensure of an individual under this chapter does not imply endorsement by the counselor licensing board nor effectiveness of treatment. You also have a right to be a participant in treatment decisions, to seek a second opinion, to file a complaint without retaliation, and to refuse treatment. If you have any concerns or questions about my services, I urge you to discuss them with me. You may contact the licensing board at any time by calling (208) 334-3233 or by visiting their website at <https://secure.ibol.idaho.gov/IBOL/BoardPage.aspx?Bureau=COU>. Idaho Bureau of Occupational Licenses is located at 700 W. State Street, Boise, ID 83702.

If my practice is interrupted or terminated for any reason, including incapacity or death, you may contact Victor Durnil or Julie Myers at Boise Counseling Center, who will have authority and access to my records and will assist you to the best of their ability.

Education

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| Masters in Counseling | University of Missouri Kansas City | Emphasis on Couples and Family |
| Masters in Science of Business Management | Baker University | Emphasis on business culture |
| BA | Temple University | Psychology |

Counseling Approaches

Aubrey Hooley, LCPC, MSM, helps individuals, couples, families, and organizations create positive change in their lives. With many years of experience, she helps clients resolve a wide range of problems including trauma, depression, anxiety, panic attacks, grief, relationships, communication, life transitions, and family issues. Aubrey has extensive training and experience in trauma/resilience work, phase of life changes, food disorders, infidelity issues and self-esteem or relationships issues. Her counseling approach is eclectic, drawing on principles from Psychodynamic Approaches, Cognitive Behavior Therapy (CBT), narrative therapy, interpersonal therapy and an strengths- based approaches in a sensitive, client-centered, non-judgmental, and solution-focused manner.

Counseling and Technology

Email and Texts

Since email and texting is not totally secure and sometimes unreliable, I use them with caution and urge you to do the same. If you choose to use electronic messages, please be brief and don't include anything you wouldn't want others to read just in case there is a security breach. If you imagine the possibility of you (or me) losing our computer, tablet, or phone and someone else reading your message, you will know the reason to be extra cautious when communicating electronically. Because of my schedule, I rarely answer emails on a timely basis. If something is important, don't rely on electronic messaging. Please call me and leave a message.

Using the Telephone for Canceling Appointments

If you need to cancel your appointment within the 24-hour time limit, definitely use the phone so I will get the message right away. Only a phone message will be considered for official notification of cancellation.

Telephone

Conversations by cell phone, on the computer, or cordless phones may be picked up by people in the area or online. The safest phone call may be from one old-fashioned corded phone to another, although nothing can be totally safe. I realize we rely on mobile and cordless phones so just know that they may not be totally secure. When we have a phone call or online communication, be sure you can't be overheard.

Litigation Limitation Request

I prefer not to do court work (such as, but not limited to, testifying in divorce and custody disputes, injuries, lawsuits, etc.) If you need these services, I will give you referrals to forensic clinicians who specialize in these cases. My desire is to protect your counseling from the intrusiveness of legal proceedings and to place our confidential relationship as the most important thing.

1. Confidentiality – Your counselor cannot release any information about you without your written permission (exceptions to this such as child or elder abuse and danger to self or others are explained in our intake form).
 2. Confidentiality in Couple’s Therapy – Your counselor cannot release records unless both clients give written permission.
- While we can’t forbid legal actions to affect our counseling relationship, we encourage you to not call on any counselor at this practice to testify in court or at any other proceeding. We also prefer not to disclose counseling or treatment records for legal proceedings to you, your attorney, nor anyone else acting on your behalf.

This is in your best interest because:

1. If you place your mental status at issue in litigation initiated by you, the defendant (other side) has the right to obtain your counseling records and/or testimony by your counselor. Your adversary would have the right to know everything you’ve talked about in counseling.
2. Forensic psychology (custody evaluations, workers comp, lawsuits, etc.) is not an area of expertise for counselors in this practice.
3. If you are involved in legal proceedings, subpoenaing a counselor without forensic expertise to testify could hurt your case more than help. Forensic psychologists do assessments (not counseling or psychotherapy) and are trained as expert witnesses.
4. The goals of legal proceedings (winning a case) do not mesh well with the goals of ongoing counseling (exploring conflicted emotions and behavior in a safe, protected place). Whenever possible, counselors are required to avoid dual roles, which may interfere with the client’s counseling.
5. If you become involved in legal proceedings that require my participation, you will be expected to pay for all of my professional time, including preparation and transportation costs, even if I am called to testify by another party.

My signature below indicates my understanding of our reluctance to participate in any legal proceedings or litigation, as stated above.

X

Signature of Client

X

Date

Cancellations and Missed Appointments

My signature below indicates that I have received a copy of our privacy practices entitled **Your Information. Your Rights. Our Responsibilities**. Please feel free to discuss any questions you may have about these practices.

X

Signature of Client

Please make every effort to keep your scheduled appointment. This practice respects my time and allows me to use unscheduled time for seeing other clients who are in need. **Unless I hear from you at least 24 hours in advance or by 5 pm on Thursday for a Monday appointment, we will have to charge you. Email will not work. You must leave a message on the phone.**

We may ask you to pay in advance if you continually schedule and then miss or change appointments. If you use the online

Policies and Payment Agreement

My signature below indicates that I understand and agree to these terms and those on the Office Policies Statement. I understand and agree to comply with these policies and have been given a copy of this policy. I understand that I must call at least 24 hours in advance of my appointment to avoid paying the full fee for a missed or cancelled appointment. I understand I am financially responsible for payment of services rendered to the client and will pay for all services rendered and any legal expenses incurred should this account be turned over to another party for collection. I give my consent to share confidential information with all persons mandated by law, the counselor and agency that referred me, the insurance carrier responsible for providing my mental health care services and payment for those services, and financial information forwarded to another party for collection. I am releasing and holding harmless the Counselor, BCC, PLLC, and Boise Counseling Center, LLC from any departure from my right of confidentiality that may result.

Print Client’s Name

Signature of Client or Guardian