



1712 St Rt 121 Bypass N
Suite I
Murray, KY 42071
270-761-5804

Informed Consent

Welcome to Bridges Family Center, LLC! Whether this is your first time in counseling or one of many times we appreciate your trust in our ability to serve you and/or your family. Counseling is an important decision and we hope that you will take the time to read this form so that you will know what to expect out of your time with us. At any time if you have questions about our services please don't hesitate to let us know. It is our mission to assist you in building your bridge to change!

Qualifications:

Our staff is made up of six therapists, an office manager and an office assistant. Katrina Coffelt is the owner/manager of this agency. She obtained her Master of Arts degree in Counseling Psychology from the University of Denver. She is a Licensed Professional Clinical Counselor and Nationally Certified Counselor. Ashley Champion earned her Educational Specialist degree in Community Counseling from Murray State University. She is a Licensed Professional Clinical Counselor. Lauren Dunlap obtained her Master of Science Degree in Social Work from the University of Tennessee. She is a Licensed Clinical Social Worker. Brandon Swaggart obtained his Master of Arts Degree in Counseling from St. Edwards University in Austin, Texas. He is a Licensed Professional Clinical Counselor. Janey Wells obtained her Master of Arts degree in Expressive Therapies and Mental Health Counseling from Lesley University in Cambridge, MA. She is a Licensed Professional Clinical Counselor and Nationally Certified Counselor. Danyelle Day obtained her Educational Specialist degree in Clinical Mental Health Counseling from Murray State University. She is a Licensed Professional Clinical Associate. All six counselors possess an active license to practice counseling in the state of Kentucky. Katrina Coffelt, Ashley Champion, Brandon Swaggart, Janey Wells and Danyelle Day are licensed by the Kentucky Board of Professional Counselors. Lauren Dunlap is licensed by the Kentucky Board of Social Work. In addition, Bridges Family Center may utilize an intern at various times. All interns are supervised weekly by an onsite clinical supervisor as well as an academic supervisor.

Nature of Counseling Services:

Counseling is a collaborative process between you and your counselor to work on areas of dissatisfaction in your life and assist you with life goals. For counseling to be most effective, it is important that you take an active role in the process. We adhere to the highest ethical and professional standards of the American Counseling Association. Counseling activities are governed by the Kentucky Board of Professional Counselors and the Kentucky Board of Social Work. It is our responsibility to follow all counseling guidelines and laws in an effort to provide you with the best care. We do not take on clients we do not think we can help. If you have any concerns about our practice or feel that there are issues that you need to report, please visit <http://www.hhs.gov/ocr/privacy/hippaa/complaints/> to find out how to report a complaint. If you have any concerns about your counseling process, the quality of treatment, or anything else that happens at Bridges Family Center, please discuss them with your counselor, or the owner Katrina Coffelt. To speak with Katrina Coffelt please call 270-761-5804. If we are not able to resolve your concerns, or if you wish to obtain further

information, or report a complaint, you may contact the Kentucky Board of Professional Counselors at: Kentucky Board of Licensed Professional counselor, 911 Leawood Drive, Frankfort, KY 40601 Phone: (502) 564-3296, ext 227; Fax (502) 696-5836.

Counseling has both benefits and risks. Possible risks include the experience of uncomfortable feelings (such as sadness, guilt, anger, anxiety, frustration, loneliness, and helplessness) or the recall of unpleasant events in your life. Possible benefits include potential reduction in feelings of distress, improvement in interpersonal relationships, increased ability to solve problems, better coping skills, and resolution of specific problems.

Procedures:

At your first session you will participate in an intake evaluation. During this evaluation several decisions have to be made: Your counselor has to decide if he/she can provide the services needed to treat you or your families' presenting problems; you, as a client have to decide if you are comfortable with your counselor; and both counselor and client have to decide on your goals for therapy and how to best achieve them. Following the completion of your intake you and your therapist will discuss the frequency of appointments to be scheduled. Appointments are scheduled for 45-50 minute segments. **Being late for an appointment by 15 minutes or more may require that you reschedule.**

Children entering into treatment may be asked to participate in a play based developmental assessment following the completion of the initial intake. This assessment is utilized to gather information about how the child views themselves, their family, and the problems in their life. This assessment may take up to three or four sessions to complete. At the completion of this assessment the therapist will then meet with the parents or guardians to discuss the results of the assessment and recommendations for treatment.

Fees:

You will be provided with a form which discusses the cost of services provided. If you have any additional questions regarding fees for services please feel free to discuss this with your counselor at any time.

Contact/Scheduling:

Office hours are Monday through Thursday 9-6 and Fridays 9-1. Evening appointments are available upon request. If you are unable to make an appointment you can cancel and reschedule sessions by calling the office at 270-761-5804. **It is our policy that if you need to cancel an appointment you must do so twenty-four hours (24) prior to your scheduled appointment time. Failure to do so will result in being charged the full amount of a scheduled session.** In the event that you reach our voicemail system or answering service please leave a detailed message and phone number at which you may be reached. If you are difficult to reach please be sure to let us know a time that you will be available. In the event that we must cancel or reschedule your appointment we will contact you as soon as possible. If you have an emergency after hours please call the Emergency Room at your nearest hospital or call 911. You may also contact the 24 hour crisis line at 270-251-2924.

Record Procedures:

Your counselor is required by law to keep a record of every time you meet. These records include a brief synopsis of the session/conversation, and any observations or plans for the next meeting. Please note that a Judge can subpoena your records for a variety of reasons and your counselor must comply. Your counselor may be called to testify about the records and must comply. Also, in order to file for insurance reimbursement your counselor will have to assign you a diagnosis, if you have any questions about this please let them know.

Confidentially:

In general, the law protects confidentiality of all communication between the client and the counselor. Information about your therapy can only be released with your written permission (in the form of a release of information form). The following however, are ways in which your information may be shared without your permission:

- Client has expressed harming or thinking about harming him/herself or another person
- Client reports abuse, suspected abuse, an/or neglect of children, elderly, or individuals with disabilities
- Client is involved in or reports a domestic violence relationship
- Counselor is subpoenaed by the court to testify under a court order
- A complaint is filed with the Kentucky Board of Licensed Professional Counselors
- Counselor is engaged in a systematic supervision process
- Client is below the age of 18, guardians have the right to therapeutic information
- An insurance company requests a diagnosis and/or relevant clinical information

Custodial Rights:

Parents/Guardians of minors entering into treatment must have full custody of the client. **If you do not have full custody you must present a copy of your custody papers to your counselor by the second session. Your child will not be seen beyond the first session if custody papers are not presented.** If you have primary custody, and you sign this form, you are indicating to this center that you have the medical authority to place a child in treatment. You are also indicating that you as the responsible party will inform the other party of this decision. **It is our practice that all individuals with joint custody provide to us contact information of the other party so that we may obtain written consent from them for the child to be involved in treatment. This is required by Kentucky state law.** This information will be discussed during your first session. In addition, it is the policy of this office that we do not give custody recommendations. Our goal is to treat your child/family not be involved in the legal proceedings. **If a therapist is subpoenaed to testify you will be billed for this testimony at a rate of \$150 per hour. And, \$150 will be due prior to the date of testimony. Also, if you request a letter to be written for legal purposes (court or attorney) you will be charged \$50 for each letter.** This is done in an effort to protect your family from abusing/misusing therapeutic services. Therapeutic services are designed to address and treat symptoms which may be interfering with daily functioning. They are not designed to build a case towards a legal proceeding. If at any time a therapist feels this is the goal of the client/family then they will be discharged from treatment.

Attorneys' Fees:

Should it become necessary for Bridges Family Center to employ an attorney to enforce any of the conditions or covenants hereof, including the collection of fees, clients agree to pay all expenses so incurred, including a reasonable attorneys' fee.

Rights and Responsibilities as a Client:

RIGHTS: As a client of Bridges Family Center, you have the right to prompt/consistent service, respect, and confidentiality. It is our goal to get you in for services in a prompt and convenient manner. It is also our goal that your services be as frequently scheduled as agreed upon between you and your counselor. Bridges Family Center staff members are further committed to treat all clients with respect, regardless of race, age, gender, sexual orientation, or religion. Staff members demonstrate this respect by keeping appointments, by making every effort to notify you if a change in time is necessary, and by giving you their complete attention and avoiding interruptions during sessions. It is also understood that all information will be kept confidential within legal limitations and limitations of signed releases.

RESPONSIBILITY: It is your responsibility to participate in counseling services by keeping scheduled appointments and arriving on time. If you decide to discontinue counseling, it is your responsibility to inform your counselor. If at any time you feel that your rights as a client have been abused or denied it is the client's responsibility to file a written grievance making their concerns known. You make request a grievance form from the front office staff.

Signature verifying agreement

Your signature below indicates that you have read all the information above in this document and, that you understand it, and you agree to abide by it as long as you are a client at Bridges Family Center.

Signature of Client/Parent/Legal Guardian

Date

Witness

Date