

Introduction

The following information is to disclose policies and procedures that pertain specifically to Harmony Harbor Counseling, LLC (HHC).

Hours of Operation

HHC is open from 9am to 5pm Monday through Wednesday, 9am to 7:30pm on Thursday, and 9am to 4pm on Fridays.

Checking-in

Once you arrive at HHC, you will find a parking lot directly out front of the building and you may park in any of the spots. Once in the building, please enter the "Waiting Room" and follow the instructions on the iPad to let your counselor know you are here for an appointment. In the case that the front doors are locked, please ring the doorbell and your counselor will know you have arrived. Please help yourself to coffee, tea, and/or water, which can be found in the front hallway. Restrooms are through the waiting room door and in the hallway.

Services

At HHC, the overall mission is to provide compassionate and evidence-based psychotherapy with the goal of assisting clients in finding a mindful balance between the mind, body, and spirit. The broader vision of HHC is to mindfully provide effective psychotherapy, consultation, and supervision. HHC provides outpatient psychotherapy for adolescents (usually 12 and up), adults, couples, and their families. Additionally, HHC provides consultation for other providers in the area and supervision for Registered Interns.

Appointment Policy

Your appointment is a personal commitment between you and your counselor. If you need to change your appointment, please provide 24 hours advance notice. The fee for a no-show or late cancellation is \$100. Please be aware that if you are using insurance, insurance will not pay for missed appointments, and you will still be expected to pay the \$100 fee. To cancel or reschedule an appointment, please call (941) 312-6412 or email support@harmony-harbor.com. In the event that you do not show for your scheduled appointment, your counselor will call after 15 minutes into the session to check on you and to attempt to touch base and make sure you are okay. At that time, you may determine a time to reschedule your appointment.

Appointment Reminder Emails/Texts

Clients often request reminders for their appointments to avoid missing or having to pay for a missed appointment and to assist with this need, HHC will provide reminder emails or texts the day or so before your appointment. Please provide your preferred email on the Client Information Form. The email/text you provide will be used for scheduling purposes only and will not contain clinical information.

Communication Between Sessions

The main number for HHC is (941) 312-6412. It is our goal to return your call the same day if it is received before 5pm, otherwise it is our goal to return your message within 24 hours. Please feel free to email support@harmony-harbor.com for any scheduling changes, billing matters, or any other administrative needs. Please always leave a preferred phone number whether you are leaving a voicemail or an email.

Electronic Communication Policy

There are risks to confidentiality with any electronic modality. Please be aware that electronic communication (i.e. phone, Skype, email, and text messaging) will only be used with your permission and primarily for administrative purposes, unless another agreement has been made, such as a Skype session while you are on vacation or out of town for work, etc. These types of communication cannot be guaranteed to be confidential although provisions to secure confidentiality (i.e. password protected documents, HIPAA secure faxing and email, etc.) will be taken whenever possible. Email exchanges, phone calls, and text messages with HHC should be limited to scheduling and changing appointments and billing matters. Please do not email or text about clinical matters as these are not secure ways to contact your counselor. If you need to discuss a clinical matter, please wait till you are face-to-face with your counselor.

Texting: Because text messaging is unsecure and at times impersonal, it can be a problematic mode of communication. HHC counselors do not prefer to text with clients, and rather prefer you call the main number (941) 312-6412 and leave a message. Some counselors will provide their cell number to talk with clients directly. Please do not text your counselor unless other arrangements have been established and please do not text clinical information.

Social Media: Your relationship with your counselor is a professional one, therefore HHC counselors will not communicate with or contact clients through social mediums like Twitter or Facebook. In addition, if an accidental association has occurred and is discovered, the HHC counselor will cancel that online relationship immediately. This act is necessary because these types of casual social contacts can create significant security risks for you.

Websites: HHC has a professional website and professional Facebook page that you are free to access and use as a reference. These sites exist for professional purposes and if you choose to "Like" something that does not disclose that we have an established client-counselor relationship. Your confidentiality will be protected at all times. No client or clinical information will be published on these sites.

Financial Policy

Fees: HHC fees are determined by the provider and the service rendered.

Payment: HHC accepts cash, checks, and all major credit cards. You are expected to pay-in-full at the time of your session. Please be prepared with your check pre-written and/or card ready to pay at the **beginning** of each session so that the majority of the session can focus on your clinical needs. Also, if you pay by cash, please have the proper amount because HHC does not have cash on hand to provide change. Upon setting up your initial appointment, please let us know if you will need a monthly statement or a receipt. Also, please inform us if you will have a third party paying for your services.

Insurance: HHC is Out of Network with most insurances. Payment is due on the date of service. As a courtesy, we can provide documentation called a Superbill for you to submit to your insurance for possible reimbursement. Please let us know on your initial appointment if you require a Superbill. We encourage you to call and do your own research on your benefits, as we cannot know that you will receive any reimbursement. We do accept some EAP insurance plans.

Auto-bill Option: To make the payment process easier, consider placing a card on file to be charged on the day of service or within a day to two after the service. This option is especially helpful if you have a third party paying for your treatment. This option is required if you are participating in groups.

Safety Policies

There is a first aid kit located in the kitchen and in some offices. To exit the building in case of an emergency, you can leave the same way you came in, down the hall, and out the front door. In case of power failure, there are battery operated flashlights available in the counseling rooms.

Infectious Diseases and Universal Precautions: Please disclose if you have a communicable disease (i.e. HIV, Hepatitis B and C, or TB). To prevent the spread of germs, infections, or diseases, universal precautions are required. Diseases will be reported and disclosed as required by law.

- **Weapons, Violence, and Threats:** Do not bring weapons to counseling. No violence or verbal threats will be tolerated. Police will be called immediately.
- **Regarding Drugs and Alcohol and Tobacco:** HHC is a drug and alcohol free environment. Do not bring drugs, drug paraphernalia, or alcohol to your session. Please do not come to your counseling sessions under the influence. Your safety is paramount. If required, proper arrangements will be made for you to leave safely. Emergency services will be called if necessary. HHC is a smoke-free environment. Please smoke off the premises of the building property and properly dispose of your cigarette butts in the retainer provided at the front of the building.

Record Keeping

Records will be handled in accordance with the law and ethical standards. Records are kept secure and only authorized persons have access to them. Upon completion of treatment, records will be properly stored and disposed as required by law. Please refer to the HIPAA notice of privacy practices for further information regarding your records.

Termination and Continuing Maintenance Care

When a client properly terminates, meaning they have met their treatment goals and it is decided that it is time to stop care, then the chart is closed, properly stored, and disposed of as required by the law and ethical standards. A client may return to care at any time. For proper termination, HHC recommends lessening treatment over time while ensuring progress is maintained. A check-up or "tune-up" appointment is recommended to reinforce progress over time. Proper termination is a decision made by both client and counselor. If for any reason you abruptly stop treatment, please provide a voice message at (941) 312-6412 or an email to your counselor or to the administrative support at support@harmony-harbor.com and consider providing feedback as to why you would like to stop treatment. Your choice is respected and your input is valued. If needed, appropriate referrals will be provided.

Quality Improvement

HHC may periodically seek your feedback throughout the counseling process (i.e. through surveys, verbal discussions in counseling, etc.) to ensure that you are receiving the best care we can provide you. It is our goal to continue to improve our services. Please offer your feedback at any time. To file a complaint please call (941) 312-6412 or write us at Harmony Harbor Counseling, LLC, 3277 Fruitville Rd, F-1, Sarasota, FL, 34237. If you are not satisfied, you may also send a written complaint to the U.S. Department of Health and Human Services. HHC will not retaliate against you for filing a complaint. If you have any questions or concerns about policies and procedures, please discuss them with your counselor in your initial appointment and whenever necessary.

Please sign the signature page to show that you received this form and agree with the terms. You may retain this form for your records.