



Auxilium Psychological Services, LLC
3103 Blackiston Mill Road
New Albany, IN 47150
812-590-7160 (phone/fax)

PRACTICE POLICIES

Appointments and Cancellations

Please remember to cancel or reschedule your appointments a minimum of 24 HOURS in advance. A time commitment is made to you and held exclusively for you, and less than 24 hours' notice does not allow enough time for us to offer the available time to someone else in need. As a result, **you will be responsible for a missed appointment fee (\$100) if an appointment is missed, or cancellation is received with less than 24-hour notice.** Please call or email to cancel or reschedule your appointments within 24 hours of scheduled appointment.

Financial Policy

Using third-party insurance coverage is not a guarantee of payment of services. Each insurance policy is different regarding benefits allowed and is subject to change per terms of contract with the policy holders. It is the client, not the insurance company, who is ultimately responsible for the payment of services rendered. Therefore, if an insurance company fails to pay, the cost of services will be billed to the client. It is the responsibility of the client to verify and monitor their own insurance coverage.

Insurance co-payments, co-insurance, deductible fees, and/or private-pay fees must be paid at the time of service. No exceptions. Credit cards on file will be used to process payments due automatically unless another form of payment is presented at the time of service.

An insufficient funds fee of \$25 will be applied for any returned checks and/or declined credit or debit card transactions for special handling. It is the responsibility of the client to maintain an active card on file with adequate funds available for services rendered.

In all cases, continuation of services is contingent upon the client's account being in good standing. This means any outstanding balance has been paid in full, or the client has entered into a written payment plan agreement for the resolution of fees owed and is up to date with payments as outlined in that agreement. Failure to submit payment for services rendered may result in termination of treatment.

Auxilium prefers all clients to keep a credit card on file, regardless of insurance and copayment responsibilities. This policy is intended to protect the integrity of our practice by allowing us to obtain payment for outstanding balances on services rendered in the event of nonpayment. Auxilium retains the right to send outstanding balances of more than 45 days to collections.

Telephone Accessibility

If you need to contact your clinician between sessions, please leave a message on voice mail or through email. Clinicians are often not immediately available; however, clinicians will attempt to return your call within 48 business hours. Please note that Face- to-face sessions or telehealth sessions are highly preferable to phone sessions. However, in the event that you are out of town, sick or need additional support, phone sessions may be available. If a true emergency situation arises, please call 911 or any local emergency room.

Social Media and Telecommunication

Due to the importance of your confidentiality and the importance of minimizing dual relationships, clinicians do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc). We believe that adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of the therapeutic relationship. If you have questions about this, please bring them up when you meet with your clinician and it can be discussed.

Electronic Communication

Auxilium cannot ensure the confidentiality of any form of communication through electronic media. If you prefer to communicate via email messaging for issues regarding scheduling or cancellations, clinicians may do so. While clinicians may try to return messages in a timely manner, clinicians cannot guarantee immediate responses and Auxilium requests that you do not use these methods of communication to discuss therapeutic content and/or request assistance for emergencies.

Services by electronic means, including but not limited to telephone communication, the Internet, facsimile machines, and e-mail is considered telemedicine. Telemedicine is broadly defined as the use of information technology to deliver medical services and information from one location to another. If you and your therapist chose to use information technology for some or all of your treatment, you need to understand that: (1) You retain the option to withhold or withdraw consent at any time without affecting the right to future care or treatment or risking the loss or withdrawal of any program benefits to which you would otherwise be entitled. (2) All existing confidentiality protections are equally applicable. (3) Your access to all medical information transmitted during a telemedicine consultation is guaranteed, and copies of this information are available for a reasonable fee. (4) Dissemination of any of your identifiable images or information from the telemedicine interaction to researchers or other entities shall not occur without your consent. (5) There are potential risks, consequences, and benefits of telemedicine. Potential benefits include, but are not limited to improved communication capabilities, providing convenient access to up-to-date information, consultations, support, reduced costs, improved quality, change in the conditions of practice, improved access to therapy, better continuity of care, and reduction of lost work time and travel costs. Effective therapy is often facilitated when the therapist gathers within a session or a series of sessions, a



multitude of observations, information, and experiences about the client. Therapists may make clinical assessments, diagnosis, and interventions based not only on direct verbal or auditory communications, written reports, and third person consultations, but also from direct visual and olfactory observations, information, and experiences. When using information technology in therapy services, potential risks include, but are not limited to the therapist's inability to make visual and olfactory observations of clinically or therapeutically potentially relevant issues such as: your physical condition including deformities, apparent height and weight, body type, attractiveness relative to social and cultural norms or standards, gait and motor coordination, posture, work speed, any noteworthy mannerism or gestures, physical or medical conditions including bruises or injuries, basic grooming and hygiene including appropriateness of dress, eye contact (including any changes in the previously listed issues), sex, chronological and apparent age, ethnicity, facial and body language, and congruence of language and facial or bodily expression. Potential consequences thus include the therapist not being aware of what he or she would consider important information that you may not recognize as significant to present verbally to the therapist.

Services for Minors

If you are seeking services for a minor, you will need to provide parental/guardian consent for treatment. If there is a custody agreement of any kind, you will need to provide this documentation to Auxilium. If appropriate to the custody agreement, you will need to provide contact information for all parties involved in the minor's care.

If you are seeking services for a minor, parents/guardians may be legally entitled to some information about your therapy. Clinicians will discuss with the minor and parents/guardians what information is appropriate for them to receive and which issues are more appropriately kept confidential.

Records

There may be times when you need a copy of your records, either for personal use or for legal proceedings. Consistent with Indiana state regulation 760 IAC 1-71-3(a) there will be a fee charged for all medical records requests. There is an initial search fee: \$20.00 flat fee (first 10 pages), pages 11 - 50 : \$0.50 per page, pages 51+ : \$0.25 per page, Microfilm and other media : \$1.25 per page. A Rush Fee: Additional \$10 if request is completed / sent within two days.

Termination

Ending relationships can be difficult. Therefore, it is important to have a termination process in order to achieve some closure. The appropriate length of the termination depends on the length and intensity of the treatment. Clinicians may terminate treatment after appropriate discussion and a termination process with you, if they determine that the psychotherapy is not being effectively used or if you are in default on payment. Clinicians will not terminate the therapeutic relationship without first discussing and exploring the reasons and purpose of terminating. If therapy is terminated for any reason or you request another therapist, Auxilium will provide you



with a list of qualified psychotherapists to treat you. You may also choose someone on your own or from another referral source.

Should you fail to schedule an appointment for three consecutive weeks, unless other arrangements have been made in advance, for legal and ethical reasons, Auxilium Psychological Services must consider the professional relationship discontinued.