

Bloom & Blossom Wellness Spa
111 Tumwater Blvd SE, Suite C213
Tumwater, WA 98501
360-706-2674

Welcome to Bloom & Blossom Wellness Spa! We appreciate the opportunity to be of help to you. This document explains office policies, services, fees, and your rights as a client.

Treatment:

It is important for you to understand therapy and the treatment process. The first session is devoted to understanding your history, current concerns, and goals for therapy. Ongoing therapy sessions focus on achieving those goals. We view ongoing therapy as a collaborative process. You define the problem areas and your therapist will help you make the changes you want to make. It is expected that you will work together with your therapist.

Psychotherapy requires your very active involvement and your best efforts to work towards change. You will share about important experiences, what they mean to you, and what feelings are involved. An important part of your treatment will be practicing new skills that you learn in your sessions. You are expected to “practice” outside meetings and apply what you talked about to your life. Change will sometimes be easy and quick and other times it will be slow and frustrating. The more committed you are to the therapy process, the better success you will have!

COVID-19 and Safety Protocol:

If you have any cold, flu, or fever symptoms, you need to stay home. It is your responsibility to monitor your health and use good judgment when choosing to enter public spaces. Please keep physical distance from others while in the waiting areas and office space. If we learn that someone in the office has tested positive for COVID-19, we will inform you to the best of our ability. We agree to follow all safety protocols recommended by health and government officials. You are choosing to enter the office at your own risk. We are not legally liable if you contract COVID-19 after visiting the office. Safety protocols can be changed at any time with or without advanced notice. You are required to follow safety protocols as outlined by state laws and office policies.

Confidentiality:

Information provided during counseling sessions will be kept confidential and will not be shared without your prior written approval. It is your legal right that session content and records are kept private. In all but a few situations, your confidentiality is protected by federal and state laws and by the rules of your providers profession. Here are the most common cases in which confidentiality is NOT protected:

- 1) If you make a serious threat to harm yourself or another person, the law requires your provider to try to protect you or that other person. This usually means telling others, including law enforcement, about the threat.

- 2) If there is reasonable suspicion of, or you share with your provider, that a child or dependent adult has been or will be abused or neglected, your provider is legally required to report this to the proper authorities.
- 3) If there is a legal proceeding by or against you and/or your treatment records are subpoenaed or court ordered, disclosure of records may be required.

Session Fees:

The fee for the intake appointment is \$300. Subsequent 60-minute sessions are \$275. If paying out of pocket, your payment is due at that start of each session. If you choose to leave the session early or arrive late, the session fee will not be discounted.

Accepted Payment Methods:

Credit card payments through Visa, MasterCard, Discover, and American Express are accepted. Cash and personal checks are accepted. There will be a \$30 returned check fee in the event that payment is denied due to insufficient funds.

Insurance and Co-pays:

If you choose, your insurance company will be billed for your treatment. You are responsible for understanding your insurance coverage including deductibles and copays. It is recommended you contact your insurance company to understand your coverage prior to starting treatment.

Billing insurance does not guarantee payment for treatment services. You are responsible for any balance not covered by insurance. If you choose for us to bill your insurance, you are required to provide your insurance information prior to the first appointment. If you are unable to provide your insurance information, you are required to pay a \$300 retainer fee for the intake session that will be refunded (minus any part you may owe) after the insurance claim is processed and paid.

Payment for insurance copays, co-insurance, and deductible amount owed are required at check in for your appointment. If your account balance reaches \$300, you will not be allowed to reschedule until the balance is paid in full or a payment plan has been arranged. If no payment has been applied to your account for 90 days, Bloom & Blossom Wellness Spa has the right to hire a collection agency to retrieve payment for your services.

Cancellation and Missed Appointment Policy:

If you need to cancel your scheduled appointment, you must do so at least 24 hours in advance of your scheduled appointment time. Failure to attend your scheduled appointment or cancellation within 24 hours of your appointment time will result in a \$100 fee. Exceptions to this include illness, personal or family emergency, and inclement weather. Insurance does not cover these fees.

Your provider also has the right to cancel your appointment due to personal illness, family or personal emergency, and inclement weather. In the event that your provider needs to cancel or reschedule your appointment, we will notify you as soon as possible.

All clients will receive a reminder email 48 prior to appointment time and a text message reminder 24 hours prior to appointment time. If you are more than 20 minutes late to your session, you will be asked to reschedule your appointment. You will also incur a missed appointment fee of \$100. If you fail to attend your intake appointment, you will not be allowed to reschedule with any of our providers. If you fail to attend two consecutive scheduled therapy appointments, you will not be allowed to reschedule.

Telehealth:

Our providers offer telehealth services to any client living and residing in Washington state. It is recommended that you check with your insurance provider regarding coverage of telehealth services. We use a HIPAA compliant program for telehealth video sessions. Your provider will engage in telehealth services in their office or at home and guarantee privacy and confidentiality in these settings. If you engage in telehealth sessions, please be aware that you are responsible for creating your own confidential space. If you are in earshot of others, there is not a guarantee of confidentiality.

Record Keeping:

As outlined by Washington State laws, we will keep records for a specified amount of time. We agree to comply with Washington State laws and privacy laws set forth by the Health Insurance Portability and Accountability Act (HIPAA) regarding record keeping. You have the right to review your treatment records unless your provider deems it harmful for you to do so. In the event it is deemed harmful for you to review your full record, your provider may provide you with a treatment summary or release your records to a qualified health professional. All requests to view your records must be in writing. If your records need to be seen by another professional, or anyone else, your provider will discuss it with you. If you agree to share these records, you will need to sign an authorization form that outlines what information is to be shared, with whom, and why.

Consultation:

There may be times when your provider consults with other professionals about your care to provide high quality treatment. Your provider agrees to not reveal any identifying information about you in these consultations. Also, consulting professionals are bound by the same laws of confidentiality. Your therapist has a direct supervisor and this supervisor has access to all of your information, including treatment records. The supervisor is also a licensed clinical psychologist bound to all Washington state laws and regulations regarding privacy and confidentiality.

Communication:

Providers have the option to communicate with their clients via email and phone calls. It is important to understand that these types of communication are not completely secure and confidentiality is not guaranteed through these mechanisms. Your provider's email is not encrypted. There is an option to communicate via secure messaging if you choose. If you would like to refrain from using any of these types of communication, please notify us and we will

work together to develop a plan that you are comfortable with. If you choose to email your provider confidential information, please be aware of the risk involved.

There may be times when you need to reach your provider outside of scheduled appointment time. Please be aware that there is not a guarantee of immediate response. Due to scheduled appointments, your provider is usually not immediately available. Further, your provider is not available outside of business hours and will not respond to emails or voicemails. Your provider will let you know in advance if they will be unavailable for an extended period of time.

If you are in crisis and need immediate assistance outside of business hours, please call the Thurston County Crisis Line at 360-586-2800. For life threatening emergencies, call 9-1-1 or go to your nearest emergency room.

Miscellaneous Fees:

There may be occasions when you need your provider to write a letter or provide documentation for an outside party. Charges for documentation are prorated based on session fees (\$275 for 60 minute session).

Licensed Psychologists at this location do not provide the following services:

- 1) Court-ordered or mandated treatment
- 2) Medication prescription
- 3) Medical procedures
- 4) Psychological Evaluations

Referrals:

If your provider deems that they are not a good fit for you or unable to provide the treatment you require, they will provide a referral for you to the best of their ability. Your provider may recommend a medical exam, consultation with a medication prescriber, and/or medical or psychological testing. If so, your provider will fully discuss their rationale with you, so that you can decide what is best. If you are treated by another professional, your provider will attempt to coordinate services with them if needed (with your authorization). If for some reason treatment is not going well, your provider might suggest you see another professional who may be better suited for your needs. As a responsible and ethical professional, your provider cannot continue to treat you if treatment is not working for you. You are free to seek an opinion from another medical professional at any time. You have the right to end treatment at any time with or without notice.

Our Agreement:

Your signature below indicates that you have read and agree to the policies outlined in this entire document. If at any time during the treatment you have questions about information discussed in this document, we will work to answer those questions to the best of our ability.

Your signature also indicates that you understand that no specific promises have been made about the results of treatment, the effectiveness of the procedures used, or the number of sessions necessary for treatment to be effective.

Your signature indicates that you have discussed any points that required clarification and have had your questions fully answered. You agree to comply with the policies covered in this document, agree to enter into counseling, and to cooperate fully and to the best of your ability.

Due to the COVID-19 pandemic crisis, there will be no paper documents signed at this time per proclamation by Washington state Governor Inslee. Please see the electronic consent form located in the client portal. Your electronic signature will serve as agreement to the terms of this form. You are entitled to a copy of this form at any time. This form is available in the client portal for you to access at any time.

Signature of client

Date

Printed name of client