

**OFFICE POLICIES & GENERAL INFORMATION
AGREEMENT TO PROVIDE COUNSELING SERVICES**

Mental Health Matters, LLC
Greg R. Ieraci, LPC, NCC, CCMHC
Licensed Professional Counselor
LIC# 37PC00518400
800 Catalpa Avenue, #5
Teaneck, NJ 07666

CONFIDENTIALITY: All information disclosed within sessions and the written records pertaining to those sessions are confidential and may not be revealed to anyone without your (client's) written permission, except where disclosure is required by law.

When Disclosure is Required By Law: Some of the circumstances where disclosure is required by the law are: where there is a reasonable suspicion of child, dependent or elder abuse or neglect; where a client presents a danger to self, to others, to property, or is gravely disabled.

Where Disclosure May Be Required: Disclosure may be required pursuant to a legal proceeding. If you place your mental status at issue in litigation initiated by you, the defendant may have the right to obtain the counseling records and/or testimony by Greg Ieraci. In couple and family therapy, or when different family members are seen individually, confidentiality and privilege do not apply between the couple or among family members. Greg Ieraci will utilize his clinical judgment when revealing such information.

Emergencies: If there is an emergency during our work together, or in the future after termination where Greg Ieraci becomes concerned about your personal safety, the possibility of your injuring someone else, or about your receiving proper psychological care, he will do whatever he can within the limits of the law, to prevent you from injuring yourself or others and to ensure that you receive the proper medical care. For this purpose, he may also contact the person whose name you have provided as an emergency contact.

Health Insurance: Disclosure of confidential information may be required by your health insurance provider or HMO/PPO/MCO/EAP in order to process the claims. Only the minimum necessary information will be communicated to the carrier. Greg Ieraci has no control over or knowledge of what insurance companies do with the information he submits or who has access to this information. You agree to allow Greg Ieraci to bill your health insurance company for any and all fees related to your counseling/therapy treatment with him. You also agree to be financially responsible for any and all of the fees that are not covered or denied by insurance.

Litigation Limitation: Due to the nature of the counseling process and the fact that it often involves making a full disclosure with regard to many matters which may be of a confidential nature, it is agreed that should there be legal proceedings (such as, but not limited to, divorce and custody disputes, injuries, lawsuits, etc...) neither you (client/s) nor your attorney/s, nor anyone else acting on your behalf will call on Greg Ieraci to testify in court or any other proceeding, nor will a disclosure of the counseling records be requested.

Consultation: Greg Ieraci consults regularly with other professionals regarding his clients; however, client's name or other identifying information is never mentioned. The client's identity remains completely anonymous and confidentiality is fully maintained.

Your Right to Review Records: As a client, you have the right to review or receive a summary of your records at any time, except in limited legal or emergency circumstances or when Greg Ieraci assesses that releasing such information might be harmful in any way. In such a case, Greg Ieraci will provide the records to an appropriate and legitimate mental health professional of your choice.

*Considering all of the above exclusions, if it is still appropriate, upon your request, Greg Ieraci will release information to any agency/person you specify unless Greg Ieraci assesses that releasing such information might be harmful in any way.

TELEPHONE & EMERGENCY PROCEDURES: If you need to contact Greg Ieraci between sessions, please leave a message on voicemail and your call will be returned as soon as possible. Please call between the hours of 9:00 AM to 5:00 PM for all non-emergency calls. Call between 5:00 PM and 9:00 AM only if it is urgent. Greg Ieraci checks his messages a number of times a day. If an emergency situation arises, please indicate it clearly in your message. If you still need to talk to someone right away, you may call you county and local 24-hour crisis hotline (in Bergen County, New Jersey, dial 201-262-HELP) or the police (911).

PAYMENTS AND INSURANCE REIMBURSEMENT: Clients are expected to pay at the end of each session and co-payment amounts, deductible amounts, and all other fees not covered by the insurance company. Please notify Greg Ieraci if any problem arises during the course of counseling regarding your ability to make timely payments. It is your responsibility to verify specifics of your coverage. Report and letter writing and reading will be charged at the rate of \$125.00 per hour (minimum charge: \$125.00) and travel time will be charged at the rate of \$50.00 per hour (minimum charge: \$100.00). All report and letter writing charges and travel charges will be paid in full before reports and/or letters are issued or travel commences.

MEDIATION & ARBITRATION: All disputes arising out of or in relation to this agreement to provide counseling services shall first be referred to mediation before and as a pre-condition of the initiation of arbitration. The mediator shall be a neutral third party chosen by agreement of Greg Ieraci and client(s). The cost of such mediation, if any, shall be split equally, unless otherwise agreed. In the event that mediation is unsuccessful, any unresolved controversy related to the agreement shall be submitted to and settled by binding arbitration in Bergen County, New Jersey in accordance with the rules of the American Arbitration Association which are in effect at the time the demand for arbitration is filed. Notwithstanding the foregoing, in the event that your account is overdue (unpaid) and there is no agreement on a payment plan, Greg Ieraci may use legal means (court, collection agency, etc.) to obtain payment. The prevailing party in arbitration or collection proceeding shall be entitled to recover a reasonable sum for attorney fees. In the case of arbitration, that sum will be determined by the arbitrator.

THE PROCESS OF COUNSELING/EVALUATION: Participation in counseling can result in a number of benefits to you, including improving interpersonal relationships and the resolution of the specific concerns that led you to seek counseling. Working toward these benefits, however, requires effort on your part. Counseling requires your very active involvement, honesty, and openness in order to change your thoughts, feelings and/or behavior. Greg Ieraci will ask for your feedback and views on your counseling, its progress, and other aspects of the counseling process. He will expect you to respond openly and honestly. During evaluation or counseling, remembering or talking about unpleasant events, feelings, or thoughts can result in your experiencing considerable discomfort or strong feelings of anger, sadness, worry, fear, etc. or experiencing anxiety, depression, insomnia, etc. Greg Ieraci may challenge some of your assumptions or perceptions or propose different ways of looking at, thinking about, or handling situations which can cause you to feel very upset, angry, depressed, challenged, or disappointed. Attempting to resolve issues that brought to counseling in the first place, may result in changes that were not originally intended. Counseling may result in decisions about changing behaviors, employment, substance use, schooling, housing or relationships. Sometimes a decision that is positive for one family member is viewed quite negatively by another family member. Change will sometimes be easy and swift, but more often it will be slow and even frustrating. There is no guarantee that counseling will yield positive or intended results. During the course of counseling, Greg Ieraci is likely to draw on various therapeutic approaches based, in part, on the problem that is being treated and his assessment of the approaches that will be the greatest benefit. These approaches include cognitive, cognitive-behavioral, psychodynamic, existential, system/family development (adult, child, family) and/or psycho-educational.

Discussion of Treatment Plan: Within a reasonable period of time after the initiation of treatment, Greg Ieraci will discuss with you (client) his working understanding of the problem, the treatment plan, counseling objectives, and his view of the possible outcomes of treatment. If you have any unanswered questions about your treatment plan, any of the procedures used in the course of your therapy, their possible risks, or Greg Ieraci's expertise in employing them, please ask. You also have the right to ask about other treatments for your condition and their risks and benefits. If you may benefit from any treatment that Greg Ieraci does not provide, he has an ethical obligation to assist you in obtaining those treatments.

Termination: As set forth above, after the first three to five sessions, Greg Ieraci will assess if he can be of benefit to you. Greg Ieraci does not accept clients who, in his professional opinion, he cannot help. In such a case, he will give you a number of referrals for you to contact. If at any point during counseling, Greg Ieraci assesses that he is not effective in helping you reach your therapeutic goals, he is obligated to discuss it with you and, if appropriate, to terminate treatment. In such a case, he will provide a number of referrals which may be of help to you. If you request and authorize it in writing, Greg Ieraci will consult with the psychotherapist of your choice in order to help with the transition. If at any time you want another professional's opinion or wish to consult with another therapist, Greg Ieraci will assist you in finding someone qualified and, if he has written consent, will provide essential information required. You have the right to terminate therapy at any time. If you choose to do so, Greg Ieraci will offer to provide you with names of other qualified professionals whose services you might prefer.

Dual Relationships: Counseling never involves sexual or business relationships or any other dual relationship that impairs Greg Ieraci's objectivity, clinical judgment, and/or therapeutic effectiveness.

CANCELLATION: Since scheduling of an appointment involves the reservation of time specifically for you (the client), a minimum of 24 hours (1 day) notice is required for re-scheduling or canceling an appointment. An \$85.00 cancellation fee will be charged for sessions missed without such notification. Insurance companies do not reimburse for missed sessions.

I have read the above Agreement and Offices Policies and General Information carefully. I understand them and agree to comply with them:

Client name (print)	Date	Signature
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Client name (print)	Date	Signature
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Client name (print)	Date	Signature
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Client name (print)	Date	Signature
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Counselor	Date	Signature
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