

Mandy Hubbard Counseling

Policies

Client Rights

- Be informed about the qualifications of your counselor: education, experience, and professional licensure.
- Receive an explanation of services offered, your time commitments, fees, and billing policies prior to receipt of services.
- Be informed of limitations of the counselor's practice to special areas of expertise.
- Have all that you say treated confidentially and be informed of any state laws placing limitations on confidentiality in the counseling relationship.
- Ask questions about the counseling techniques and strategies used, and be informed of your progress. Participate in setting goals and evaluation progress toward meeting them.
- Be informed of how to contact the counselor in an emergency situation and any limitations to counselor's availability.
- Request referral for a second opinion at any time.
- Request copies of records and reports to be used by other counseling professionals.
- Receive a copy of the code of ethics to which your counselor adheres.
- Contact the appropriate professional organization if you have doubts or complaints relative to the counselor's conduct.
- Terminate the counseling relationship at any time.

Client Responsibilities

- Set and keep appointments with your counselor. Let her know as soon as possible if you cannot keep your appointment.
- Help plan your goals.
- Follow through with agreed upon goals.
- Keep your counselor informed of your progress toward meeting your goals.
- Terminate your counseling relationship before entering into arrangements with another counselor.

Education & Qualifications

Bachelor of Arts in English, University of Kansas; Master of Arts in Counseling, MidAmerica Nazarene University. The therapist providing services is a National Certified Counselor (NCC) and a Licensed Professional Counselor (LPC) through the state of Kansas.

Fees

The fee for in office therapy is \$100.00 per 50 minute session. Group rates vary based on size and type. Clients are expected to pay for each session at the time of their appointment unless other arrangements have been made. If a client becomes more than two sessions behind in payments, additional appointments will not be made until the account is paid in full. If you need to change or cancel an appointment, call your therapist with at least 24-hours' notice.

Except in the case of a genuine emergency, **if you do not show for an appointment or if you cancel with less than 24-hour notification, you will be charged for your full session.** Any services by phone or in emergency situations will be billed as follows:

- Brief telephone calls (less than five-minutes) will not be billed to your account.
- Extended calls (more than five minutes or multiple brief calls) will be billed at the same rate as our face-

to-face sessions. Sometimes correspondence with other agencies (insurance, courts, other professionals, etc) is required, and most phone contact or brief letters related to your case will be a complementary part of my services. Extended letters or contact may result in a moderate charge. In all correspondence, you will need to sign a release of information.

Length of Treatment & Ending Therapy

The nature and severity of the client's presenting problems usually determine the length of therapy. Treatment can range from a few sessions to several months of therapy. The estimated length of a client's treatment will be determined in a collaborative discussion between client and therapist. Regular reviews of the client's progress and continuing need for therapy will be discussed with the client. Clients may leave therapy at any time, but the therapist asks that they agree to discuss the termination of therapy at a regular therapy session, rather than by phone. If a client misses two appointments or ceases communication, the counselor may end the counseling relationship.

Confidentiality

The information clients provide in therapy is confidential. The therapist will not reveal any information about clients or their issues, except for professional consultation, without the client's written consent. Any written records about treatment are also confidential. *Because of the therapist's legal mandate to report some issues, confidentiality may be broken if a client is found to be a clear and imminent danger to self or others, if he/she reports current abuse of a child or dependent adults, or if the therapist receives a court order to release the client's records.*

Supervision and Consultation

I regularly meet with my Clinical Supervisors, Dr. Tricia Brown, PhD, LCPC # 756, Phone # (913) 624-1199, and Dr. Mary Fry, PhD, LCPC #235, Phone # (913) 971-3737, and a group of supervisees to formally discuss clients and their cases. These individuals are required to keep your information confidential. Supervision of cases helps to ensure the highest quality of therapeutic services to clients.

Benefits and Risks

Any time individuals seek therapy to work on difficulties within themselves or in their personal relationships, there are potential benefits and risks. Benefits may include the ability to handle specific concerns and/or interpersonal relationships in a healthier way. Clients may also gain a greater understanding of personal, interpersonal, or family issues. This new understanding may lead to greater maturity and happiness as an individual, couple, or family. There may also be other benefits that come as clients work at resolving specific concerns.

Therapy may also be challenging and uncomfortable. Reviewing and resolving unpleasant issues may result in such intense feelings as anxiety, anger, depression, or frustration. As clients work to resolve personal issues or issues between family members, spouse, and other persons, they may experience discomfort and an increase in conflict. Changes in relationships that were not originally intended may also result.

The therapist will discuss with clients the benefits and risks involved in their particular situation. Clients are encouraged to discuss with the therapist any concerns they may experience at any time.

Phone, Email, and Emergency Communication

Client may call the therapist at **913-353-6202**. A voicemail system takes messages when the therapist is unavailable. Messages will be returned as soon as possible. The therapist cannot guarantee perfect functioning of phone lines or other technological systems. The therapist cannot guarantee confidentiality when using technology, so communication via phone or email should be kept brief and free of excessive personal detail. The therapist cannot be available for 24-hour emergency care and clients cannot assume the therapist will be available at all times. In case of an emergency and the inability to reach the therapist, the client may contact 911 or one of the following crisis hotlines:

Domestic Violence	816-995-1000	Johnson Co. Mental Health	913-782-2100
Child Abuse	1-800-392-3738	Rape Crisis Line	816-531-0233
Suicide	913-831-1773	Safehome for Women	913-262-2868

