

INFORMED CONSENT

Tammy J. Andersen, MS, ATR-BC
One Stop Healing Shop, LLC
(608) 279-9213

The purpose of this consent form is to ensure that you, the client understand the following the policies One Stop Healing Shop, LLC and the nature of the services provided which include, but are not limited to art therapy, spiritual healing, and energy work.

Professional Services

Clients are entitled to be treated in a professional and respectful manner. Although there are no guarantees for success, clients are entitled to prompt attention and competent services provided by an ethically bound practitioner. Please understand that testimonials on related websites and marketing materials are honest expressions of true clients, but no outcomes are guaranteed. Each person is an individual and will experience their own journey.

Risks in Treatment

Although all services at One Stop Healing Shop, LLC are designed to improve the overall quality of life, the process at times involves the discussion of emotional issues that may be distressing. If the client experiences uncomfortable feelings, it is assumed that she/he will speak with a staff member at One Stop Healing Shop, LLC so that we can help alleviate any distress you may be feeling. The greatest risk involved in this kind of treatment is that the treatment provided may not be as effective as you hoped. Success in attaining treatment goals is greatly dependent upon your motivation throughout the course of treatment.

Treatment Goals

Not only do you have the right to discuss, but One Stop Healing Shop, LLC also encourages you to communicate with us regarding any diagnostic impressions, recommended course of treatment, financial obligations and the methods we employ to help you reach your goals.

Confidentiality

Information shared with staff at One Stop Healing Shop, LLC is confidential and will not be shared with anyone else except for these instances below, which must, by law, be reported to the appropriate authority:

- Client signs a release permitting disclosure of information.
- Client is are threatening to seriously harm yourself or another person.
- We suspect that a child or elderly person is being abused.
- We are ordered by the court to disclose information.
- When your insurance company requests information that will be utilized to review the necessity and appropriateness of the care you receive.
- If your account is delinquent and One Stop Healing Shop, LLC authorizes your name to be released to a collection agency.

Risk of using email and/or text:

One Stop Healing Shop, LLC uses Google Suite for Work because of their high level of security, and has signed a Business Associate Agreement (BAA) with them as required by Hippa. Even though every attempt has been made to keep your information secure, the transmission of personal information by email/text has several risks that you should consider prior to the use of email/text. These include, but are not limited to, the following risks:

- Backup copies of emails and texts may exist even after the sender and/or the recipient has deleted his or her copy.
- Employers and on-line services have a right to inspect emails sent through their company systems.
- Emails and texts can be intercepted, altered, forwarded or used without authorization or detection.
- Email and texts can be used as evidence in court.
- Emails and texts may not be secure and therefore it is possible that the confidentiality of such communications may be breached by a third party.

Conditions for the use of email and/or texts

One Stop Healing Shop, LLC cannot guarantee but will use reasonable means to maintain security and confidentiality of email, text and web form information sent and received. One Stop Healing Shop, LLC is not liable for improper disclosure of confidential information that is not caused by our intentional misconduct. Clients/Parent's/Legal Guardians must acknowledge and consent to the following conditions before communicating with us through email and or text:

- Email and texting is not appropriate for urgent or emergency situations. Provider cannot guarantee that any email and/or text will be read and responded to within any particular period of time. Please call 911 in the case of an emergency.
- Email and texts should be concise.
- Email/Texts may be printed and filed into the client's medical record.
- Provider will not forward client's/parent's/legal guardian's identifiable emails and/or texts without the client's/parent's/legal guardian's written consent, except as authorized by law.
- Clients/parents/legal guardians should not use email or texts for communication of sensitive medical or financial information.
- Provider is not liable for breaches of confidentiality caused by the client or any third party.

Appointments and Cancellations

Clients are seen by appointment only, and an appointment time is reserved specifically for you. Appointments not cancelled **within 24 hours** of the appointment, will be charged at the full rate with no exceptions. Excessive missed/cancelled appointments may terminate your treatment.

Sessions and Fees

Unless other arrangements have been made, One Stop Healing Shop's policy is for clients to pay for services before services are rendered when utilizing online/phone appointments. When seeing Tammy in person at her office, payment may be made at time of service.

In addition to session fees, the following services shall be billed at the full hourly rate:

- telephone calls with client or others involved with client, lasting longer than 10 minutes.
- written reports, letters, insurance treatment plans, etc.
- review of medical records, school reports, testing results and other professional materials.
- school visits and/or meetings at schools, including travel time.
- home visits, including travel time.

All attempts will be made to keep these costs to a minimum.

In the case of a minor, all professional services are ultimately the responsibility of the minor's parent or guardian, regardless of insurance coverage.

Insurance Coverage

Tammy does not submit insurance claims, but you can request a statement at the end of each month reflecting all sessions, fees, diagnostic codes, and treatment codes if you are seeking insurance reimbursement. You may then submit this statement to your insurance company for out of network reimbursement. When you use your medical insurance to pay for art therapy, you waive some of your rights to confidentiality. Insurance companies require that Tammy assigns a psychiatric diagnosis, which will be discussed with you and will appear on your monthly statement. Insurance companies often request access to patient files and attempt to influence the methods or course of treatment to save money. Once information is provided to an insurance company, there is no way to ensure that confidential information will be treated as private. For example, employers are sometimes able to obtain personal information from insurance records. Finally, a mental health diagnosis may affect your ability to obtain future health or life insurance at a reasonable cost. I would be happy to discuss these issues with you so that you can make the most informed and appropriate decision for your individual situation.

Health Savings Accounts and Flexible Spending Accounts

If you are using a Health Savings Account (HSA) or Flexible Spending Account (FSA) payment card, please be aware that even if your payment goes through and is authorized at the time that we run your card, there is a possibility that your payment could later be denied. In the event of this happening, you are responsible for ensuring that full payment is made by other means.

If you request my presence in court for any reason, the daily rate is \$3,000.00. An hourly rate is also available, including travel time.

Means of Payment

We have a duty to uphold your confidentiality, and thus we wish to make sure that One Stop Healing Shop's payment method is done as securely and privately as possible.

After using the payment buttons on One Stop Healing Shop's website, which includes all associated websites or receiving a Paypal invoice to pay your fees, Paypal may send you receipts for payment by email or text message. These receipts will include our business name, and would indicate that you have paid for a session.

It is possible the receipt may be sent automatically, without first asking if you wish to receive the receipt. We are unable to control this in many cases, and we may not be able to control which email address or phone number your receipt is sent to.

So before using one of the above services to pay for your session(s), please think about these questions:

- At which email address or phone numbers have I received these kinds of receipts before?
- Are any of those addresses or phone numbers provided by my employer or school? If so, the employer or school will most likely be able to view the receipts that are sent to you.
- Are there any other parties with access to these addresses or phone numbers that should not be seeing these receipts? Would there be any danger if such a person discovered them?

In addition to these possible emails or text messages, payments made by credit card will appear on your credit card statement as being made to either One Stop Healing Shop, LLC or Tammy J. Andersen. Please consider who might have access to your statements before making payments by credit card.

Termination

You have the right to terminate therapy at your discretion. Tammy may also decide to terminate therapy. Reasons for termination include, but are not limited to: failure to comply with treatment recommendations, conflicts of interest, failure to participate in therapy, client needs which are outside of my scope of competence or practice, lack of adequate progress in therapy, or untimely payment of fees.